

## **CITIZEN'S CHARTER**

### **Parul Sevashram Hospital (Parul Institute of Medical Sciences & Research)**

This charter seeks to provide the following information to the general public

1. The services available in the hospital
2. Quality of services that the patients have the access to
3. The means of redressal of complaints regarding poor quality or denial of service
4. The means by which the quality of the services can be enhanced

### **Brief History**

Parul Arogya Mandal Trust was conceived in the year 1989 with a specific purpose and commitment to establishing institutions of academic excellence, throughout Gujarat. Our aim is to promote service minded, scientific tempered citizens of exemplary stature to serve the country.

The inception of Parul institute of Medical Sciences & Research will take place in the year 2016. The attached hospital of the Medical College, Parul Sevashram Hospital is situated at Limda, Waghodia taluka of Vadodara District(Gujarat). It is located only 15 kms from Vadodara city which is the cultural capital of Gujarat and also is very well connected through rail, road.

Today Parul Sevashram Hospital is holding regular free camps and helping the poor and needy of nearby areas.

### **Mission**

- Learner centered health care education
- Patient centered service

- Community oriented research
- Strong community relationship
- Serve the under served
- Meet the regional, national and global health care educational needs
- Inter organizational linkage

#### Strategic future oriented planning

- Professionalism in management
- Open organizational climate
- Excellence in knowledge skills and service

#### **Vision**

- Single window delivery of total human health care service & education needs
- Total quality management
- Unique work culture in alleviating human sufferings
- To train general, specialised, & allied professionals to meet the regional , national and global health care services
- Be efficient, effective, community acceptable, and excel in service, education & research
- To impart knowledge & interact with organizations of similar interest
- Fostering global competencies, inculcating value system among learners
- Promote use of technology of relevance
- To induce paradigm shift in community that many diseases are preventable, curable & affordable
- Reach the unreachable with awareness, education & service
- Serve the under served

## **Our Endeavour**

Continuous Pursuit of excellence  
Acquiring the state of the art-know how  
Imbibing excellence in-the-job skills  
Stimulation of open and positive minds  
Making Universal ethical values at work ethics  
Keep the learning curve upwards

## **Motto**

Our Motto – Health Care With Healing Trust

Availability of medical facilities is of utmost importance. We aim to serve the healthcare needs to the medically unreached populations. Through this we provide quality medical, nursing and allied healthcare education, excellent and compassionate hospital services with state of the art facilities as well as to carry out health research for the betterment of the humankind in tune with the holistic values of the institution.

## **Parul Institute of Medical Sciences & Research and Parul Sevashram Hospital:**

Parul institute of Medical Sciences & Research is in the embryo stage but with dedicated staff and enthuSisastic management it promises to reach sky high with its services to patient care and medical education field.

## **Academic Programs:**

MBBS UG Course- proposed to start in 2016-17

## **Enquiries :**

Enquiry counters exist in the hospital lobby – OPD block, Emergency block. Further, the hospital can be reached over phone number 02668-290900/910 and Emergency Toll Free 1800 233 111 111 round the clock.

We insist that all our users receive courteous and prompt attention.

## **Casualty and Emergency Services :**

The department works under Casualty Medical Officers, who along with duty specialty doctors are available round the clock. Senior doctors and specialists are available during working hours and make rounds to address specific issues as and when there is a need. The specialist doctors are also on call whenever needed.

The Parul Sevashram Hospital has a sophisticated Operation Theatre Complex where teams of highly trained and experienced surgeons undertake complex, Surgeries.

Equipped with advanced systems, the OT complex, with 6 Major and 2 Minor operation theaters undertake surgeries spanning a wide range of specialties.

To cater to medical emergencies, The Parul Sevashram Hospital operates a full-fledged Casualty Dept. that is active on a 24X7 basis. A team of experienced doctors respond to life threatening cases with, the aim of stabilizing the patient's condition.

## **Out Patient Department :**

### **Working Hours**

- **Weekdays** : 9 AM to 1 PM & 2 PM to 5 PM
- **General Holidays** : 9 AM to 1 PM
  - Each faculty (Department ) works in the OPD under the charge of a

Professor. Each Professor is assigned one unit & is assisted by Asst. Professors, Lecturers, Post Graduates and Interns. Each unit is allotted a particular day of the week in which it will work in OPD.

- Every outpatient seeking treatment is first registered and given a card for recording diagnosis, ordering investigations and treatment. The patient is then directed to the concerned unit for further investigations.
- Essential drugs are dispensed in the prescription of the treating doctor free of cost

### **Indoor treatment**

All patients are admitted to the general wards of the hospital and are treated Free of Cost. Only one attendant is allowed to stay with the patient.

Visitors are allowed only at the following limited hours of the day :

- Morning : 7 AM to 8 AM
- Evening : 3 PM to 4 PM

This is in the interest of the patient and we urge you all to cooperate with us.

Lifts are available to the wards located from the ground floor onwards to all the floors in the hospital for the use of the patients only.

The Hospital has Pharmacy department which monitors the distribution of required drugs to the hospital and also having a 24 \* 7 functioning emergency pharmacy stores.

Staff Nurses and supporting staff are on shift duty round the clock in all the wards. After the duty hours, the duty doctors are available on call.

### **Investigations**

Sample collection timings

- Weekdays : Round the Clock – 24 \* 7

- Sundays and General Holidays : Round the Clock – 24 \* 7
- The vast expanse of Medical Science and its complexity, necessitate that constant experiments and case studies be conducted within well-equipped laboratories. The hospital has an array of modern laboratories with state-of-the-art equipments. Trained laboratory staff provide proper assistance and guidance to the patients. We have a fully automated Haematology and Chemiluminescence based hormone analyzer, Fully automated biochemistry analyser, Fluorescent microscope, Biosafety level 2, BOD incubator , Inspissator, Deep freezer etc.
- Laboratory Services for essential emergency investigations are available round the clock.
- Sample collection for routine investigations is done in a room meant specifically for them in case of outpatients. However, for special investigations, the patients will be directed to relevant department ( Pathology, Microbiology, Biochemistry etc ) by the treating doctor or his supporting staff.
- Our Endeavour is to maintain the best standards in the methods of investigations by means of suitable controls and checks.
- Laboratory reports are made available within the shortest possible time which will be specified in the patient's reports/slips. Radio Diagnostic services like X –Ray is taken during the working hours and reports are given within one hour in case of orthopedic cases and within 24 hours in other cases. Emergency X – Rays are taken round the clock.
- ECG facility is made available both at the OPD block in the cardiology and for emergency services at the bed side of the patient too.

### **Medical Camps & Social Activities**

The mission of holding medical camps is to provide affordable and competent health care to all sections of society. Therefore, we focus on geographically and economically disadvantaged groups, including both the rural and the urban

backward classes and extend our services to them through such camps, satellite clinics and rural affiliates.

### **Blood Bank, Pharmacy Facilities**

The hospital is a healthcare centre with comprehensive facilities to support its endeavour to provide the best care. Among these is a sophisticated blood bank that accepts donor blood to meet the needs of patient's requirements. A well-stocked 24 hour pharmacy and round-the-clock laboratory services are others.

### **Specialty Services**

#### **Super Specialties**

- Arthroscopy & Joint Replacement
- Assisted Reproduction Centre
- Cardiology
- Child Development Clinic
- Diabetes Centre
- Executive Health Check-up Centre
- Gastroenterology & Hematology
- Neonatology
- Nephrology
- Head & Neck Oncology
- Pediatric Surgery
- Plastic Cosmetic & Reconstructive Surgery
- Urology
- Trauma Care & Emergency Medical Services (T C & E M S)

#### **SPECIALITIES**

- Anesthesiology
- Artificial Limb Centre
- Dermatology
- General Medicine
- General Surgery

- Obstetrics & Gynaecology
- Ophthalmology
- Orthopedics
- Oral & Maxillofacial Surgery
- Otorhinolaryngology (ENT)
- Pediatrics
- Perinatology
- Physiotherapy
- Psychiatry
- Radiology & Ultrasound
- Respiratory Medicine

### **Image, Diagnostics & Laboratory Services**

- Blood Bank unit
- Clinical Bio-Chemistry
- Histopathology
- 4 SLICE C T Scan.
- Microbiology
- Pathology
- Biochemistry
- Radiology
- Advanced Medical Research lab

With the aim of providing the best service several facilities are provided and measures are taken. Following is the brief mention of them:

- There is a standby automatic generator to cater emergency services in case of failure in electricity supply to the hospital.
- Public telephone booth is available in the hospital premises.
- Adequate drinking water and toilet facilities are available in all the wards and Out Patient Department of the hospital.



- Free food, Refreshments and beverage is provided to all the inpatients.
  
- Canteen where at subsidized rates food is available for the convenience of the relatives of patients/attendants.
- Pharmacy is located in the OPD Block within the hospital premises which is open for 24 hrs on all days of the week.
- The hospital is a healthcare centre with comprehensive facilities to support its Endeavour to provide the best care. The hospital has an in-house laundry for scientific cleaning of bed linen and patient gowns. A full fledged canteen is available to provide hygienically prepared food to patients, their attendants and the hospital staff.

## **Diagnostics**

Accurate diagnosis is the key to proper treatment of patients and Parul Sevashram Hospital has invested in highly sophisticated diagnostic equipment. Incorporating the latest advances in the field of medical diagnostics, the equipment, operated by highly trained staff, provides the foundation upon which the hospital builds its treatment plan. Recent additions to the equipment installed include:

### **Mammogram**

Detects small early tumors  
Increases the chances of positive treatment

### **Ultra Sound**

High Definition Image Construction  
Advance, True Broadband Digital Imaging  
Wide range of Applications

### **CT Scan**

4 slice CT scan facilities are available round the clock.

- The teaching facilities of the hospital will cater to undergraduate students in the medical & nursing faculties.
- The Canteen provides nutritious food to our inpatients and also to the personnel in the hospital.
- The hospital security and housekeeping service are managed by the University.

## **Suggestions, Complaints & Grievances**

Help us to help you: Your opinions are most valued.

In the above pages, we have stated the services available and the quality we commit ourselves to maintain. If any discrepancy is noticed by you or if you want to make suggestions, please do not hesitate to let us know the same.

The complaints can be registered with Patient Relationship Officer whose office is located in the hospital. All complaints will be duly acknowledged, attended to within 10 working days and action will be taken and will, be conveyed to the complainant.

The hospital grievance committee meets on the last day of every month.

### **Responsibilities of the Users of the Charter**

The success of this charter depends on the support we receive from the users.

Please try to appreciate the various constraints under which the hospital is functioning.

Please use the facilities of this hospital with care.

Beware of Touts, petty thieves.

On an average patients attend the regular OPD and a further patient come to the casualty section.

- Please do not inconvenience the other patients
- Please help us in keeping the hospital and its surroundings neat and clean
- The Hospital is a No Smoking Zone
- Please refrain from demanding undue favours from the staff and officials.
- Please provide useful feedback and constructive criticism. These may be addressed to the Medical Superintendent of the Hospital.

**Toll free no. & Email :**

**1800 233 111 111**

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