

**CITIZEN'S CHARTER
2019**

**DR.RAM MANOHAR LOHIA HOSPITAL
NEW DELHI**

**MINISTRY OF HEALTH AND FAMILY WELFARE
GOVERNMENT OF INDIA.**

PREFACE

Dr. Ram Manohar Lohia Hospital (Formerly Willingdon Hospital) was established in the year 1932. This hospital was taken over by Central Government of India in the year 1954. This hospital started with 50 beds and during the past 60 years it has achieved an important position in the field of medical treatment. At present this hospital is 1420 bedded spread in an area of 30 acres and is one of the prestigious tertiary care hospitals of the country.

Because of continuous extension and strengthening of medical services, Central Government has felt the necessity of publication of Citizen Charter. The 1st Citizen Charter of our hospital was published in 1998 under the able guidance of the then Medical Superintendent Dr. C.P.Singh. The citizen charter is being reviewed periodically from time to time.

In this citizen charter various information regarding the functioning of hospital including various diagnostic and therapeutic facilities available has been incorporated so that public at large may be benefited.

I am thankful to all my colleagues specially Dr. A. K. Rai, Dr. Dheeraj Bahl, Dr. Rahul Minotra and other members of the e-governance team for their valuable contribution in bringing out this citizen's charter.

I hope all the classes of the society will be benefited with the valuable information incorporated in the citizen's charter.

DR. RAM MANOHAR LOHIA HOSPITAL NEW DELHI

CITIZEN'S CHARTER

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

- Services available in this hospital
- The Quality of services they are entitled to
- The means through which complaints regarding denial or poor quality of service will be redressed.

STANDARDS OF SERVICE:

- This is a Tertiary care Central Govt. Hospital with attached PGIMER
- It provides medical care to all patients who come to the hospital.
- Quality of services are influenced by patient's load and availability of limited resources, which are generally under continuous strain. Still best efforts are done to ensure that all our users receive courteous and prompt attention without any discrimination.

GENERAL INFORMATION:

Against 1447 (As on 31.1.2019) beds for indoor patients, this hospital has 193 permanent doctors, 231 Junior Residents and 270 Senior Residents; Nurse strength is 986 which includes supervisory staff as well.

On an average 7000 patients attend the OPD per day and approximately 800 patients are admitted in Casualty and Emergency ward daily.

Doctors wear white apron and nurses are in their uniform. All staff member have been provided with identity cards.

Location guide map is displayed near Gate No. 6, emergency and main entrance of the old building of this hospital. Colour coded guidelines and directional sign boards are fixed at strategic points for guidance of patients and their relatives. During OPD hours enquiry counters exist in the OPD hall and nursing home. In OPD hall '**MAY I HELP YOU**' counter is also available.

A control room of this hospital functions round the clock located adjacent to casualty in trauma care building . The control room can also be accessed over Phone No. 23348200.

CASUALTY AND EMERGENCY SERVICES:

Time: 24 hours daily.

Casualty Medical Officers and Resident doctors are available round the clock for 24 hours on all days. Duty doctor are available round the clock in major specialties viz. medicine, surgery, orthopedics and pediatrics under supervision of concerned head of departments.

Resident doctors in specialties like neurosurgery, anesthesia and radiology and dental surgery are also available round the clock to assist the duty doctors.

Specialists, in other specialties, are always available on call. The decision to call a specialist is that of the treating doctors.

Patients reporting to emergency and casualty departments are treated promptly. In serious cases, treatment/management gets priority over paper work like registration and medico legal requirements. The decision in this regard rests with the treating doctor.

Emergency operation theatre is maintained on a regular basis to ensure that it is available round the clock as and when required. With courtesy of M.T.N.L free telephone facility is available at the entrance of casualty ,in trauma care building for patients and their attendants.

TRAUMA CARE CENTRE:

State of the art trauma centre is operational in the hospital to ensure better patient care for road accident and trauma victims.

ICU (Intensive care Unit) Services as on 31.01. 2019

There are about 121 ICU beds and 130 ventilators with other supportive equipments to provide continuous ICU Services

OUT PATIENT DEPARTMENT:

Daily OPD is conducted from 9:00 a.m. to 1:00 p.m. in all departments except Sunday and gazetted holidays.

Registration Timings: Monday to Friday - 8:30 a.m. to 11:30 a.m.
Saturday - 8:30 a.m. to 11:00 a.m.

Every patient attending the OPD of this hospital is registered and issued a card for recording symptoms, diagnosis and treatment. Units of various departments on OPD days have been displayed at reception counter of the old building and in the main hall of OPD.

SUPER-SPECIALITY CLINICS:

Apart from routine OPD, following special clinics are held in the respective departments and OPD from 2:00 p.m. to 4:00 p.m:

Neurology, Neurosurgery, Cardiology, Respiratory Disease, Gastroenterology, Nephrology, Antenatal, Leukoderma, Child Guidelines Clinic, STD, Rheumatology clinic.

In addition Endocrinology, Paediatric Nephrology, Paediatric cardiology, Paediatric neurology, Pediatric rheumatology ,Pediatric gastroenterology Thalassemia clinic, high risk neonate clinic, ENT, Urology, Psychiatry, Burn & Plastic Surgery and CTVS Clinic are also run from Monday to Thursday.

Facilities for Laparoscopic Surgery, Transurethral Resection, Cardiac Surgery and Maternity ward also exist in this hospital.

INDOOR TREATMENT:

All patients admitted in general wards of the hospital are treated free of cost. Free diet is provided to all patients in the general wards. Every patient is given one attendant pass which is valid for one attendant only.

Visitors are allowed only during notified visiting hours:

Summer - 5:00 p.m. to 7:00 p.m.

Winter - 4:00 p.m. to 6:00 p.m.

Staff nurses posted in the wards are on duty round the clock. Admitted patients should contact these staff nursed on duty for any medical assistance when ever required.

FACILITIES AVAILABLE IN THE HOSPITAL

LABORATORY

Timings: Emergency lab: 24 hours on all days.

Routine Investigations: Week days - 9:00 a.m. to 4:00 p.m.
Saturday - 9:00 a.m. to 1:00 p.m.
(Sunday and Holiday closed)

Collection of sample - Monday to Friday - 8:00 a.m. to 11:00 a.m.
Saturday - 8:00 a.m. to 10:00 a.m.

Results of laboratory investigation are delivered quickly because most of tests are performed with the help of automated machines.

Department of Transfusion Medicine

A licensed blood bank is available in the hospital round the clock. It caters to the requirements of our patients. The blood bank is a blood component separation unit and a training centre registered by National AIDS Control Organization (NACO) for providing training in blood safety.

X-RAY DEPARTMENT

Facilities for all types of X-ray examination such as I.V.P., Barium Meal, Barium Enema, Sonogram, Fistulogram, Hysterosalpingogram, etc are available. Apart from these facilities, the facilities for high-tech examinations such as for Ultrasound, CT scan, Color Doppler and MRI are also available.

FACILITIES FOR OTHER DIAGNOSTIC PROCEDURE

There is facility of cath lab where coronary angiography is performed. Apart from this, facilities for Echo cardiography, T.M.T, E.C.G., Holter etc. are also available under the supervision of senior doctors .

Facilities for E.E.G, E.M.G. are available under the supervision of Neurologists. Facilities for Endoscopy of T.I.T., E.R.C.P. are available under the care of Gastroenterologists.

Special Immunological investigations like anti-CCP (for Rheumatoid arthritis), dsDNA, ANA ELISA, IgE are available.

Apart from these, facilities for ELISA, Lipid Profile, Vit. D, Folic acid, Ferritin, Serum Insulin, Parathormone, Estrogen, Progesterone, testosterone etc. are also available in this hospital.

FACILITIES FOR VACCINATION

Facilities for vaccination as per Universal Programme of Immunization, Govt. of India especially against Tetanus, Polio, Diphtheria, pertussis T.B., Measles, Hepatitis-B, MMR, Typhoid, H. Influenza B, vitamin A are available free of cost in the department of Pediatrics on Tuesday and Friday . In addition the facilities for vaccination against yellow fever are available on payment of government's prescribed fee near Psychiatry OPD complex on every working Wednesday and Saturday .

Some special investigations are performed on government prescribed rates. Facilities for payment of fees are available at Counter No.23A (Old Building). In case of poor patients, Addl. Medical Superintendent is authorized to wave off the prescribed fee on recommendation of treating doctor. These facilities are available free of charge for C.G.H.S. beneficiaries.

FACILITIES FOR SPECIALISED TREATMENT

Facilities for Cardio Thoracic Vascular Surgeries such as valve replacement, coronary bypass etc. are available in this hospital. Apart from these, the facilities for coronary angioplasty and implant of pacemaker is also provided by the Cardiology department.

Facilities for various type of neurosurgeries are available under direct supervision of neurosurgeons. Apart from this, facilities of renal dialysis, Hyperbaric oxygen chamber, physiotherapy for cardiac & orthopedic patients, nursery for neonates and anti-rabies treatment for dog bite patients are available in this hospital. Services of voluntary counseling in microbiology are also available in this hospital.

EQUIPMENT MAINTENANCE

This hospital has its own Equipment Maintenance Department units for ensuring proper maintenance and working of various equipments and the working status of all equipment costing more than Rs. 1 lakh and also that of incubators and radiant warmers of Department of Pediatrics are displayed by 10th day of every month as per RTI guidelines.

MISCELLANEOUS FACILITIES

Wheel Chairs and stretcher are available on request at the gate of OPD & Casualty for the facility of patients who are not in a position to walk. Lifts are available for access to higher floors in all the buildings.

Ambulance facility is available for use on minimal payment on recommendation of CMO I/C casualty, round the clock on all days (Phone Number: 23348200, 23404446). Dedicated Hearse van is available round the clock to transport deceased patients. These facilities are provided free of cost to CGHS beneficiary patients.

There is a stand-by generator to cater to emergency services in case of breakdown of electricity supply.

Public telephone booths are available at various locations in the hospitals. Adequate drinking water and toilet facilities are also available.

COMPLAINTS AND GRIEVANCES

There may be occasions when our services may not be upto your expectations. Please do not hesitate to register your complaint. It will only help us serve you better. Suggestion/complaint boxes are also provided at various locations in the hospital. At present, the head of Emergency services is also the officer I/C for complaints and grievances. Every grievance will be properly attended. Our aim is to dispose off the complaint within ten working days. In case hospital is not able to dispose of complaints within time, the complainant is informed regarding the reasons of delay and also the expected time for disposal of same.

The hospital grievances committee meets on the first Monday or next working day of every month. A public grievance committee exists in DGHS where all the issues which are not resolved within the hospital are referred for redressal. Name, designation and telephone number of the official of grievance cells is duly displayed at the reception counter of the hospital.

RESPONSIBILITIES OF THE USER

The success of this charter depends on the cooperation we receive from our patients and their relatives.

Please try to appreciate the various constraints under which the hospital has to function.

Please do not cause inconvenience to other patients.

Please help us in keeping the hospital premises and its surroundings neat and clean. The hospital is a '**NO SMOKING ZONE**'.

Please use the various facilities available in the hospital with utmost care. Beware of touts.

Please refrain from demanding undue favours from the staff and officials.

Please provide useful feedback and constructive suggestions which may be addressed to the Medical Superintendent of the hospital.

For availability of ICU bed please contact CMO (Casualty) at following No- 011-23365525 or 011-23404903