

CITIZEN'S CHARTER

GLOCAL COLLEGE OF UNANI MEDICAL SCIENCE AND RESEARCH CENTRE, MIRZAPUR POLE, SAHARANPUR (UP) - 247122

Our motto—“*Service with a Smile*” [swas]

- 1. Mission Statement:** - “Our focus is on providing and improving quality of care, whilst embracing innovation to deliver enhanced productivity and improved services. It is based on ***four strategic priorities***, supported by clear goals, to enable us to realize our mission; our pledge to you, to:”
- 2. Access to services – *Glocal College of Unani Medical Science and Research Centre, Mirzapur Pole, Saharanpur (UP)*** provides medical care to all patients who come to hospital. Emergency services are available 24 x 7 without any discrimination. The management of this hospital is responsible for ensuring the delivery of services.
- 3. Standards of Services – *Glocal College of Unani Medical Science and Research Centre, Mirzapur Pole, Saharanpur (UP)*** Provides quality of services according to the public health standards at reasonable and minimal cost.
- 4. Your Rights in the Hospital –**
 - a. Right to access to all the services provided by the Hospital
 - b. Right to Information - including information relating to your treatment
 - c. Right of making decision regarding treatment
 - d. Right for privacy and confidentiality
 - e. Right to religious and cultural freedom
 - f. Right for Safe and Secure Treatment
 - g. Right for grievance redressal
 - h. Right to Emergency Care

5. General Information –

This hospital has

- i. 100 Beds
- ii. ___ Doctors
- iii. ___ Nurses
- iv. ___ Ambulances

6. Services Available

Secondary Level OPD	Indoor Treatment/ Wards	24 hrs Emergency	Maternity Services

7. Enquiries and Information

- Enquiry counter is located at: - **Entrance Of the hospital.**
- Timings for working counter are:- 24 hrs
- Phone no. for telephonic enquiry (24 hours service):-
- Location guide maps and directional signage's' being put up at strategic points in the hospital

8. Casualty & Emergency Services

a. Facilities

- i. All Emergency Services are available round the clock.
- ii. Specialist doctors are available on call from resident doctors.
- iii. Emergency services are available for all specialties as listed in the OPD Services.
- iv. Medico legal services are available.
- v. Referral Services to higher centre in case facilities for treatment are not available in the hospital.
- vi. Round the clock ambulance services with basic life support.
- vii. In serious cases, treatment/management gets priority over paper work like registration and medico-legal requirements. The decision rests with the treating doctor.

9. OPD Services

OPD services are available on all working days excluding Sundays and Gazetted Holidays.

Timings

09:00 AM to 04:00 PM

Various outpatient services available in the hospital are detailed below (as available):

Department	Timings
	09:00 AM to 04:00 PM

10. Diagnostic services

- a. List of tests available with charges are displayed at respective departments and enquiry counter

i. Laboratory Services

Routine Tests are done in following Specialties

1. Bio-Chemistry
2. Microbiology
3. Pathology
 - 3.1 Haematology
 - 3.2 Cytology
 - 3.3 Histopathology including FNAC
 - 3.4 Clinical Pathology.

ii. Radio Diagnostics Services

Facilities	Timings
X-Rays	24 hrs
Ultrasound	24 hrs
Color Dopler	24hrs

iii. Cardiology Diagnostics

1. ECG
2. ECHO with Colour Doppler
3. TMT
4. 24 Hrs. HOLTER MONITOR

11. Indoor Patient Services

General Ward	Bed Available
	As per CCIM Norms

Others: ICCU/ICU : - 10 beds

Casualty Ward : - 10 beds

NICU/PICU : - 05 Beds

Facilities for IPD patients

- All patients admitted in General Wards of the Hospital are treated at reasonable and minimal cost, mostly free of cost (free medicine at present)
- Good quality food provided 4 times a day as per requirement of the patient (free food)
- 24 hour nursing services
- 24 hour availability of duty doctor

12. Complaints & Grievances

- Every grievance will be duly acknowledged.
- We aim to settle your genuine complaints within **3 to 4 working days*** of its receipt.
- Suggestions/Complaint boxes are also provided at enquiry counter.
- If we cannot, we will explain the reasons and the time we will take to resolve.
- Name, designation and telephone number of the nodal officer concerned is duly displayed at the Reception & Emergency complex

Name: -

Designation: -

Tele (O)

(M):-

Email id:

Meeting Hours:-09:00 AM to 04:00 PM

13. Your Responsibilities

- It is the **patient's responsibility** to know their patient rights and responsibilities.
- It is the **patient's responsibility** to fully participate in decisions involving your health care and to accept the consequences of these decisions if complications occur.
- It is the **patient's responsibility** to report whether you clearly understand the planned course of treatment and what is expected of you. Failure to follow treatment plan or if you refuse treatment, you must accept responsibility for your actions.
- It is the **patient's responsibility** to provide caregivers with the most accurate and complete information regarding present complaints, past illnesses and hospitalizations, medications, unexpected changes in your condition or any other health matters.
- It is the **patient's responsibility** to follow up on your provider's instructions, comply with your treatment plan, take medication when prescribed, and ask questions concerning your healthcare.

* Might change according to the depth of the issue on which complaint is received.

- It is the **patient's responsibility** to inform the Center of all medications and dosages currently taken or prescribed to them and ensure they call for refills before they exhaust prescription.
- It is the **patient's responsibility** to use medications and medical devices for self only.
- It is the **patient's responsibility** to observe rules of the facility during your visit, treatment, and if instructions are not followed, forfeit the right to patient care at the facility.
- It is the **patient's responsibility** for ensuring that the facility has a copy of your written advance directive if you have one.
- It is the **patient's responsibility** to provide written permission for release of medical records to Optimum Health Care.

- It is the **patient's responsibility** to keep your appointment, and when unable to do so, notify the facility so that we can serve other patients.
- It is the **patient's responsibility** to pay your co-pays, deductibles and sliding fees at the time of service.
- It is the **patient's responsibility** to inform the health center of any changes in your demographic information such as; address, telephone numbers, and insurance.
- It is the **patient's responsibility** to respect and be considerate of caregivers, staff, property of others, and the facility. Be aware that disruptive or abusive behavior may result in patient dismissal from our facilities and affiliates.