



CHENNAI MEDICAL COLLEGE HOSPITAL AND RESEARCH CENTRE
IRUNGALUR, TRIUCHIRAPPALLI - 621105, Tel: 0431 - 3058687, Fax:0431- 3058877
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L.O.P., Ref.No.U,12012/495/2007- ME (PII) Govt of India, Ministry of Health & Family Welfare,
Nirman Bhavan, New Delhi, Dated 14th July 2009

CITIZEN CHARTER

Name of the Hospital: Chennai Medical College Hospital & Research Centre
(SRM Group)

Address: Irungalur, Trichy - 621 105

Telephone No: 0431 - 3058813, 8687, Fax: 0431 - 3058877

Email: deancmchrc@gmail.com

1. Preamble

This charter is an expression of the commitment and resolve of this hospital to patients with reference to

- Services that are available
- Quality and standards of service that are provided
- Machineries and procedures available &
- Redressal measures arranged to resolve the grievances and complaints

2. General Information

2.1. Hours of work

Out Patient Dept: 8:30 A.M to 4:00 PM

Administrative Office:

Week days : 8.30 A.M to 4.30 P.M

Lunch Break : 1 P.M to 1.30 P.M

Saturdays : 8.30 A.M to 4.30 P.M

Closed on Sundays & Listed holidays.

Casualty/Emergency/Dept open throughout 24 hours on all days including holidays.

Telephone No: 0431-305 8632, 305 8633.

Resident Medical Officer: Available throughout 24 hours on all days

Name : Dr.M.Poonkothai,

Mobile : 94423 - 67329

Duty Doctor: Every Dept connected with casualty / Emergency will have a minimum of one duty doctor available for 24 hours.

Departments of Medicine, Surgery, Orthopedics, Pediatrics, Anesthesia, and Obstetrics and Gynecology have P.G qualified duty doctors 24 hours, 7 days a week including holidays. Departments of ENT, Ophthalmology, Dentistry, Neurosurgery and Radiology have PG qualified doctors and they are available on call.

Specialist Doctors are also available during OP working hours from 8:30 A.M to 4:00 P.M

Laboratory Services

Regular services: 24 * 7

Evening services: 24 * 7

- Emergency Laboratory service is open 24 hours on all days including holidays.
- Other Facilities
 - The list of doctors on duty, the Name of Resident Medical Office, Medical Superintendent and Heads of different Depts. along with their location and telephone numbers etc. are displayed at the reception.
- Wheel chairs and stretchers are available on request at the gate / reception to facilitate the movements of patients. Lifts are also available for access to higher floors.
- A location map is displayed at the Reception for easy access to various Depts. by the patients.
- Every staff in this hospital can be identified by their uniform and name badge.
- Information regarding the fees and other payments if any to be made for use of the various facilities / diagnostic and other services/ medicines etc are also displayed at the Reception.
- For every payment a properly authenticated official receipt will be given.
- Adequate drinking water and toilet facilities are available for the convenience of the public.
- Adequate display boards are available at different locations for guidance of visitors and out patients.
- Ambulances / Mortuary vans are available for use on payment - 24 hours.
- There is a laboratory available in the hospital premises for various tests and the working hours are given above.
- There are three generators available to cater to Emergency services, Operation Theater and all wards in case of general break down of electricity.
- Facilities are available to make free calls from Hospital telephone Exchange (24 x 7)
- A canteen is available for catering visitors and out patients during normal working hours.
- A pharmacy is located in the hospital premise which is open 24 hours on all days.

3. **Service Standard**

This hospital has

Doctor	183
Nurses	450
Beds	720

3.1: Standards of service and adequate degree of patient care can be provided to the extent proper and workable ratio between doctor to patient, nurses to patient and beds to patients are maintained.

- To provide access to hospital and professional medical care to all patients who visit the hospital.
- To prescribe a workable maximum waiting time for out – patients before they are attended to by a qualified doctor and or specialists and continuously and strive to improve upon it.
- To ensure that all equipments in the hospital are maintained efficiently in proper working order
- To ensure availability of beds and operation theatres facilities as freely as possible.
- To ensure treatment on emergency cases with utmost prompt attention.

3.2: Every outpatient seeking treatment at the hospital will be registered and issued a card for recording various details of the symptoms, diagnosis and treatment being provided. Efforts are taken to computerize the record system in the hospital to provide better service to the patients.

3.3: The patient's right to privacy, dignity, religious and cultural beliefs as also their right to be informed, right to consultation and choices shall be respected.

3.4: No patient shall be treated or examined without his/her consent or the guardian in the case of minor and the consent of the legal heir in the case of a patient who is unconscious or otherwise unable to express himself. If a legal heir is not available but a medical intervention is urgently and needed delay is dangerous the doctors shall be entitled to carry out necessary treatment or operation without such consent

3.5: No patient shall be used for any research or experiment without a written consent and without being informed of the potential hazards or discomforts involved.

3.6: All patients and visitors to the hospital will receive courteous and prompt attention from the staff, and officials of the hospital.

3.7: Qualified pharmacists shall handle drugs and ensure adequate proper potency and quality of the drug. Every effort will be made to ensure adequate availability of drugs especially those which are life saving. Drug information center is available

3.8: Reliability and promptness of laboratory results will be ensured and whenever necessary such reports will be made available within 8 hours.

3.9: Operation theatre shall be maintained on a regular basis to ensure that they are serviceable all the time and every effort will be made to keep the hospital and its surroundings clean, infection-free and hygienic.

3.10: A regular system of obtaining feed-back from the users will also be initiated through periodic surveys for constantly improving the quality of service standards.

3.11. All activities in the hospital and college are under CCTV surveillance.

4. Equipment & Facilities/services available

4.1: This hospital has the following services available (Eg. X-Ray machines, central laboratory, ultra sound, CT scan, MRI, Mammogram, Lithotripsy, ECG, EEG, Central Oxygen supply, central suction, intensive Care Units, Defibrillator, Ventilator, Multiparameter Monitors, infusion pumps, Centralized air-conditioned ICU Complex.(24 hour duty nurses for ICCU, IMCU, IRCU, PICU, NICU, ISCU.)& Physiotherapy.

4.2: The hospital has its own Electrical and Mechanical units for ensuring proper maintenance and functioning of the various equipments.

4.3: If any equipment is out of order, information regarding the same shall be displayed suitably indicating the alternate arrangements, if any, as also the likely date of re-commissioning the equipment after repairs and replacements.

5. When things go wrong or fail.

5.1: Appropriate action will be taken on those responsible for such failures and action taken to rectify the deficiencies. Complainant will also be informed of the action taken.

5.2: In case of likely persistence of the deficiency, the reasons for the delay in rectifying the deficiency and the time likely to be taken for rectifying the same will be displayed prominently for the information of the public.

5.3: Special directions would be given to the non-medical staff to deal with the patients and public courteously. Any breach in this regard when brought to the notice of the hospital authorities shall be dealt with appropriately.

5.4: The hospital encourages the patients and the public to inform the authorities when things go wrong. Suggestions/complaints boxes are provided at the reception, canteen and the RMO's office. Also complaint forms with serial numbers and tear off counter foils are available at the reception.

5.5: Weekly review meetings will be held for all Heads of departments to look into performance reports, grievances/complaints and their re-dressal. Non-functioning of equipment, delays in repairs/maintenance/replacements of equipments, identification of deficiencies etc and time bound action taken for improving performance will be discussed.

6. Grievances/ complaints/ Redressal.

6.1: The designated medical officer for grievance redressal:

Designated Medical Officer: Prof.Dr.P.Karthick, M.S., Prof. & Head, Dept of Surgery.

Mobile No: 9443637478.

Location: Dept of Surgery, Room No 23, 0431-3058701.

Every Grievances/ complaints will be acknowledged immediately and dealt with finally within 7 working days.

6.2: Every patient /visitor shall have the right to be heard regarding his/her grievance/complaints

6.3: If the complainant is not satisfied with the disposal of their grievances/ complaints, they can approach the Head of the Hospital and thereafter the Hospital Advisory committee.

6.4: A Hospital Advisory Committee consisting of the Head of the Hospital, the Heads of Depts/Units of the hospital, officials in charge of the maintenance of hospital building, electrical systems and various equipments, representatives of consumers organizations. The names of the Professor and Head of Various Departments are displayed in the reception counter.

7. Responsibilities of the Users:

7.1: Users of the hospital are entitled to demand adherence of all concerned to the charter principles as indicated above and bring any shortcoming or deficiencies to the notice of the appropriate authorities.

7.2: Users should appreciate the various constraints under which the hospital is functioning and ensure its smooth functioning without inconvenience to other patients and visitors.

7.3: They should help the hospital authorities in keeping the hospital and its surrounding clean

7.4: Provide useful feedback and constructive suggestions regarding the quality and extent of service available at the hospital

7.5: They are also requested to refrain from misusing the facilities available or demanding an undue favour from the staff and officials.

8. Suggestion for Improvement:

Any suggestion for improvement of this charter document will be most welcome and may be addressed to

Dean

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