



**MAHARISHI MARKANDESHWAR
MEDICAL COLLEGE & HOSPITAL
KUMARHATTI, SOLAN-173229**



CITIZEN'S CHARTER

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This Citizen's Charter is an expression of our commitment towards making our working and facilities more transparent to our valued patients and general public. It is our attempt to bring the institute closer to the society. This charter seeks to provide a framework which enables the general public to know about the services available in the hospital as well as the quality of services that the patients can access.

ABOUT THE COLLEGE

M.M. Medical College & Hospital Kumarhatti-Solan (H.P) is a Constituent College of Maharishi Markandeshwar University, Kumarhatti-Solan (H.P). The campus of the M.M. Medical College & Hospital with Maharishi Markandeshwar University, spread over an area of 47 acres is ideally located with exotic surroundings of green hills on Chandigarh-Shimla National Highway of Kumarhatti-Solan bye-pass at Kumarhatti-Solan (H.P) in the lap of the 'Devbhoomi' of great Himalayan. The University has been established as a Multi faculty University in the name of the Maharishi Markandeshwar Ji, a great disciple of Lord Shiva under the Himachal Pradesh Government Act No. 22 of 2010 and came into operation w.e.f. the Session 2010.

VISION

Maharishi Markandeshwar Medical College seeks to be a centre of excellence in medical education, research, and healthcare services at the national and international level. Our vision is to provide enriched education so as to instil high morals & ethics of this noble profession in the upcoming young doctors.

MISSION

The institute in pursuit of its vision wishes to provide outstanding educational experience, in all the disciplines of Medicine and allied Health Sciences, in a supportive environment of scholarship, research, integrity, critical thinking and self-directed learning. It will provide comprehensive, culturally sensitive, community oriented Health care to individuals and families.

VALUES

The vision and mission of the institute will be accomplished using the values of congeniality, openness, inclusiveness and community involvement at a local and global level.

ABOUT THE HOSPITAL

CASUALTY AND EMERGENCY SERVICES:

The Hospital lays a lot of emphasis in providing prompt emergency services 24 hours all days of the week.

- a) 25 bedded Emergency Complex with comprehensive life-saving emergency medical facilities to deal with medical and surgical emergencies round the clock. The staff gives prompt and efficient services to the patients without waiting for any undue paper work
- b) The emergency room is equipped with Ventilators, Central Oxygenation and suction facilities, monitors, defibrillators & other life saving equipment. All emergency drugs are available in casualty.
- c) The treating doctor can call any specialist/super-specialist, which are available on call for urgent consultation as and when required while treating any patient.
- d) Emergency diagnostic facilities like ECG/ X-ray/Ultrasound/CT Scan and MRI are available.
- e) Emergency labs for blood/urine investigations are available for casualty patients round the clock.
- f) Emergency Operation theatre (Minor and Major OT) work round-the-clock.
- g) Provision for disaster management.
- h) Facilities like Wheel chairs & Patient trolleys are available at the entrance.
- i) The emergency works under Casualty Medical Officers, who are available round the clock.

AMBULANCE:

Our Hospital has a fleet of ambulances which are well equipped with complete patient monitoring and resuscitation equipment. The 24X7 service is staffed by specialist doctors and trained paramedics who care for the patients during transit.

OUT PATIENT DEPARTMENT:

The OPD is open from 9AM to 4PM on weekdays. Each unit is allotted a particular day of the week in which it works in the OPD. Each new patient seeking treatment is first registered and given a computerized card for recording diagnosis, ordering investigations and treatment. The patient is then directed to the concerned unit for further investigations. Catering to the needs of the general public, the essential drugs are dispensed free of cost in our hospital.

Specialties: i) Medicine ii) Surgery iii) Obstetrics and Gynecology iv) Orthopaedics v) Paediatrics vi) ENT vii) Eye viii) Dermatology ix) Respiratory Medicine x) Psychiatry xi) Dentistry xii) PAC xiii) Physiotherapy

Super-speciality:

- i. Urology
- ii. Paediatric Surgery

Apart from the above OPDs, we have enquiry counters, registration counters, minor OT, plaster room, injection & dressing room, Dispensary, Pharmacy in the OPD complex.

INDOOR PATIENT DEPARTMENT:

All patients are admitted to the general wards of the hospital and are treated at very reasonable costs. Only one attendant is allowed to stay with the patient.

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

All in-patients receive treatment by team of Resident Doctors and Nurses, available round the clock, under the constant supervision and guidance of Faculty Members.

| S. No | Departments | Wards | No of Beds | Location |
|-------|-------------------------|-------|------------|-----------------------------|
| 1. | Medicine | 5 | 150 | C Block-4th, 5th, 6th floor |
| 2. | Surgery | 5 | 150 | A Block-3rd, 4th, 5th floor |
| 3. | Gynaecology& Obstetrics | 3 | 90 | C Block-1st, 2nd floor |
| 4. | Pediatrics | 3 | 90 | C Block- 2nd, 3rd floor |
| 5. | Orthopaedics | 3 | 90 | A1-Block-1st, 2nd floor |
| 6. | Eye | 2 | 30 | D Block-4th floor |
| 7. | ENT | 3 | 30 | D Block-4th floor |
| 8. | Resp Medicine | 2 | 30 | D Block-5th floor |
| 9. | Dermatology | 2 | 30 | D Block-5th floor |
| 10. | Psychiatry | 2 | 30 | C Block-4th floor |
| Total | | 29 | 720 | |

PHARMACY:

The Hospital has its own pharmacy along with a 24X7 functioning emergency pharmacy store.

INTENSIVE CARE UNITS (ICU):

We have various well-equipped intensive care units for the management and treatment of critically ill patients. These ICUs have dedicated staff and residents doctors under the supervision of senior faculty members are available round the clock to take care of any emergency situation.

| S No | ICU | Beds | Location |
|------|--------------------|------|----------------------|
| 1 | ICCU | 5 | A Block-First floor |
| 2 | Medical ICU | 5 | A Block-First floor |
| 3 | Surgical ICU | 10 | A Block-First floor |
| 5 | Gynecology ICU | 5 | A Block-First floor |
| 6 | Neonatal ICU | 5 | C Block-Second floor |
| 7 | Pediatric ICU | 5 | C Block-Second floor |
| 8 | Resp Med ICU | 5 | A Block-First floor |
| 9 | Burns ICU | 5 | A Block-First floor |
| 10 | Emergency | 25 | A Block-Ground floor |
| 11 | Resuscitation Room | 5 | A Block-Ground floor |
| 12 | Dialysis | 5 | A Block-First floor |
| | Total | 80 | |

LABORATORY SERVICES:

Laboratory Services for essential emergency investigations are available round the clock. All laboratories are equipped with latest equipments and machinery. Sample collection for routine investigations is done in a room meant specifically for them in case of outpatients. Laboratory reports are made available within the shortest possible time.

RADIO DIAGNOSTIC SERVICES:

We have a very well equipped radiodiagnosis department with a team of highly qualified radiologists and technicians. Facilities for the following radiological investigations are available at nominal cost.

- Digital radiography with facility for all types of special investigations
- Ultrasound of all body parts with 3D and 4D ultrasound
- Color Doppler of all body parts
- Obstetrics ultrasound
- CT of all body parts with CT angiographies, HRCT etc.
- Mammography
- MRI of all body parts with facility for MRCP, whole body MRI, MR angiographies, Diffusion and perfusion MRI, Musculoskeletal MRI
- CT and USG guided interventions like drainage procedures, FNAC, Biopsy.
- DSA Angiography
- Portable radiography for sick patients
- 24 hrs emergency services

OPERATION THEATERS:

We have fully equipped state-of-the art 10 major & 7 minor operation theatres. All OTs' are well equipped with modern gadgets & having state of art facilities.

All types of laparoscopic surgeries, superspeciality surgeries, routine and advanced surgeries and cancer surgeries are routinely performed by excellent team of surgeons with the support of anesthetists and well trained nursing and paramedical staff.

Pre-anaesthetic check up, pre operative and postoperative ward facilities are available for quality care of the patients.

LABOUR ROOM:

We have a well equipped labour Room all requisite state of the art infrastructure.

a) **Free Maternity Care:** MMU Trust provides for all Deliveries and Caesarean sections free of cost. These patients are provided free treatment including medicines, investigation facilities, transportation and food. Free medical care including medicines is also provided to their newborn neonates.

OTHER FACILITIES AVAILABLE AT OUR HOSPITAL:

 **ECG**

 **PFT**

 **Dialysis**

 **EEG**

 **2D ECHO**

BLOOD BANK:

Our hospital is envisioned to be 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. Facilities provided include Component therapy, FFP, DCT, ICT, packed cells and screening the blood for HBsAg, HCV, HIV, Malaria&Syphilis.

DOTS CENTRE:

Our hospital has been provided with a DOTS centre by the Govt of India in order to curb the spread of tuberculosis and provide the WHO-recommended Directly Observed Treatment, Short Course (DOTS) to tuberculosis patients.

The DOTS centre is supervised by a committee constituted under the chairmanship of The Principal, and is supported by a team of specialist doctors, nurses and technical staff.

FICTC CENTRE:

Our hospital is successfully running Facility Integrated Confidential Counselling & Testing Centre (FICTC) under the National AIDS Control Programme:

In FICTC, we have:

- ✚ Nodal Officer
- ✚ Trained Laboratory Technician
- ✚ Trained Counsellor

Our objectives:

- ✚ Early detection of HIV
- ✚ Provision of basic information on mode of transmission & prevention of HIV/AIDS
- ✚ Promotion of behavioural change & reduction of vulnerability

Services provided by FICTC:

- ✚ HIV counselling pre-test
- ✚ Provision of prevention of parent to child transmission
- ✚ services Condom distribution
- ✚ Referral services to sexually transmitted infection
- ✚ clinic Referral service to TB clinic

HEALTH SERVICES PROVIDED IN RURAL & URBAN HEALTH CENTRES

Urban Health Centre:

Health centre provides comprehensive promotive, preventive and curative health services. It provides OPD services, specialist services, free drug services, immunization, lab test and X- ray facility. Patients are

admitted to health centre for day care services. If patient requires special attention, then he/she is referred to tertiary care centres. Our centre ANMs do frequent family visits in the Solan area to promote the health of families, give advice to family members regarding prevention of diseases, behaviour change and provide better health services to the high risk group people (under 5 children, ANC, PNC, geriatric) for their better health and future.

Rural Health Centres:

Our rural health training centres at Basal, Nainatikkaar & Shamti are a component to primary health care system for NHM programmes. It is set up under implementation of NHM Phase II programme.

The services provided under RHTC are:

- ✚ Family Planning
- ✚ ANC Services
- ✚ Immunization Services

PHARMACOVIGILANCE & ADVERSE DRUG MONITORING CENTRE:

Our commitment towards provision of affordable & safe health services to everyone reflects in our efforts towards protecting public health by promoting safer drug therapy. Our institute has been recognized as a “Adverse Drug Reaction Monitoring Centre” under Pharmacovigilance Programme of India. This centre serves as a monitoring system to ensure patient safety by reporting adverse drug reactions.

ADR Reporting Helpline (Toll Free): 1800-180-3024 (09:00AM to 05:30PM, Weekdays)

OTHER SERVICES PROVIDED BY THE HOSPITAL:

- There is a standby automatic generator for emergency services in case of failure in electricity supply to the hospital.

- Clean drinking water and toilet facilities are available in all the wards and Out Patient Department of the hospital.
- The hospital has an in-house laundry for proper cleaning of bed linen and patient gowns.
- A canteen is available in the hospital to provide hygienically prepared food to patients, their attendants and the hospital staff, at very reasonable charges.

RESPONSIBILITY OF THE RELATIVES:

- a) Please help in maintaining cleanliness of the hospital
- b) Do not crowd the wards in the interest of your patients
- c) Do not disturb other patients.
- d) Do not make any hindrance in hospital functioning.
- e) Wait in queue, except in emergency.
- f) Use facility provided with care.
- g) Please do not misuse or waste electricity & water.
- h) Contact Enquiry or Reception for any queries and clarifications.
- i) Hospital is No spitting and No smoking zone.
- j) Please refrain from demanding undue favours from the staff & officials.
- k) Do not tip any hospital staff for services provided.

GRIEVANCE REDRESSAL:

We try our best to provide quality services to our patients. However if you find these services insufficient & not meeting your expectations; please do not hesitate to register your suggestion and complaints. Suggestion and

complaint boxes are available at various locations in the hospital and We redress grievance as soon as possible.

- a) Suggestions and complaints are regularly examined and prompt actions taken as appropriate
- b) A grievance redressal committee is available to address all grievances. In addition, the following officers are available to address any issues not resolved satisfactorily.
 - CMO in Emergency
 - Medical superintendent
 - Deputy medical superintendent
 - Nursing superintendent

4. Important telephone numbers:

| Sr. Number | Contact Person | Number |
|-------------------|--|---------------------|
| 1 | Principal | 8350800279 |
| 2 | Medical Superintendent | 8350800136 |
| 3 | Deputy MS | 8894455504 |
| 4 | Nursing Superintendent | 9857813996 |
| 5 | Helpline (Enquiry and Complaints) | 01792-395108 |
| 6 | Ambulance | 8628954500 |
| 7 | Emergency | 8628954500 |
| 8 | Radiology | 01792-395241 |
| 9 | Cardiology | 01792-395118 |

Contact Us:

M.M. Medical College and Hospital,

Kumarhatti, Solan, Himachal Pradesh-

173229 Website: www.mmmch.mmusolan.org