

# Citizen Charter

GMERS Medical College & Hospital, Valsad continues to provide dedicated patient care and endeavors to improve its services on a constant ongoing basis. We strive to provide:

- ❖ Total dedication to understanding and fulfilling patient's need;
- ❖ Total devotion to providing efficient and reliable patient care services;
- ❖ Efficient prompt and courteous service with dedication to integrity and fairness;
- ❖ Motivating the patient for helping themselves as well as the Institute to serve them better;
- ❖ Total commitment to providing challenging and rewarding career for every employee;
- ❖ Transparency of functioning;
- ❖ Periodic & regular monitoring of functioning

## OBJECTIVE

This Citizen's Charter is an expression of our commitment towards improving our services offered to make them more efficient and responsive and at the same time making our working more transparent to our valued patients. This Citizen's Charter is an attempt to bring the institute closer to its patients in the society. This Charter is made to provide a framework, which enables our users to know:

- ❖ What services are available in this institute?
- ❖ The quality of services they are entitled to.
- ❖ The means through which complaints regarding denial or poor quality of service will be redressed.

## VISION

To be the network of finest public healthcare institutions in the state of Gujarat, providing quality medical care services with the state of art technology with easy accessibility, affordability and equity to the people of Gujarat and beyond.

## MISSION:

As an academic health sciences center, GMERS Medical College, Valsad has a mission of providing excellence in medical education and patient care. GMERS Medical College, Valsad has a responsibility to:

Educate medical students, physicians, and other health care professionals from demographically diverse backgrounds in order to meet the future primary and specialty health care needs of the region and nation;

1. Provide a broad range of patient services to the people of Valsad and region near to it, including illness-prevention programs, comprehensive care, and the highly complex care associated with academic medical centers.
2. Provide super specialty treatments on one campus and under one umbrella.
3. To include alternative medical systems such as Aurveda, Yoga, Sports Medicine along with allopathy.

The mission will be achieved through commitment to the values of Quality, Excellence, Service, Collaboration, Compassion, Integrity, and Fiscal Responsibility.

To have a state of the art Medical College fully equipped in all respect.

To produce excellent Medical professionals with strong academic base and sound technical competence who can effectively serve the Community. To make it a Pioneer Medical Institution at par with the best Medical College of the Country.

**LOCATION:**

GMERS Medical College & Hospital is located 2 km from railway and bus station and 90 km from the Surat Airport at Halar Road, Nanakwada, Valsad.

**CONTACT US:**

Medical Superintendent  
GMERS Hospital, Valsad  
Halar road, Nanakwada, Valsad 396001  
Email: [gmersmcvalsad@gmail.com](mailto:gmersmcvalsad@gmail.com)  
Website: [www.gmersmcvalsad.org](http://www.gmersmcvalsad.org)

**IMPORTANT TELEPHONE NUMBER**

Casualty/Emergency: 02632-251911 (ext. no. 310)  
Labour Room: 02632-251911 (ext. no. 216)  
Blood Bank: 02632-251911 (ext. no. 232)

**STANDARDS OF SERVICE:**

1. This is a non-profit Government Society established institution.
2. It provides medical care to all patients who come to this institute and trains the medical students.
3. Standards are influenced by patient load and availability of resources; it is aimed to give all courteous and prompt attention to our users.
4. Committed to provide world-class treatment free of cost.

**GENERAL INFORMATION:**

The institution has

Doctors : 87  
Nurses : 120  
Beds : 300 (750 till 2017)

### **CASUALTY AND EMERGENCY SERVICES:**

- ❖ The casualty functions round the clock all days.
- ❖ Casualty direct no: 02632-251911
- ❖ Casualty Medical officer and resident Doctors are available 24 hrs all days.
- ❖ Duty Doctors are available on call round the clock in all specialties.
- ❖ There are 10 beds in the emergency room including 5 critical care beds.
- ❖ Emergency Cases are attended promptly.
- ❖ In serious cases, priority is given to treatment/ management than paper work like registration and medico-legal cases. The decision rests with the treating doctor.
- ❖ Emergency operation theatre is maintained on a regular basis to ensure that it is usable all times.

### **AMBULANCE SERVICES**

- ❖ The hospital has 3 ambulances.
- ❖ A team of trained and dedicated medical professionals, Emergency Technicians, Nursing personnel and trained drivers are always ready to handle all eventualities round the clock.
- ❖ The Ambulance services are available for transportation of patients from GMERS Hospital or to GMERS Hospital.
- ❖ Ambulance service enquiry no: 02632-251911
- ❖ This facility is available 24 hours a day, on all days.

### **OUTPATIENT DEPARTMENTS:**

- ❖ Timings: Morning 9 AM to 1 PM and Evening 3 PM to 5 PM (Monday to Friday)
- ❖ Saturday timings are Morning 9.00 AM to 1.00 PM
- ❖ Every outpatient seeking treatment at the hospital is registered prior to the consultation.
- ❖ A case sheet is generated electronically for recording history, symptoms, diagnosis and treatment being provided.
- ❖ For every new patient a Unique MRD number will be generated.
- ❖ If you have been registered previously, kindly quote your Medical Record Number, while taking an appointment or show previous OPD case papers at registration counter.
- ❖ In case, you are a non-appointment / walk-in patient, you are requested to wait to see the doctor.
- ❖ Appointment patients will be given a preference. Only emergency walk-in can be seen out of turn.

### **LABORATORY SERVICES**

Biochemistry  
Microbiology  
Serology  
Parasitology  
Haematology  
Histopathology  
Cytopathology

**ROUTINE INVESTIGATIONS:**

All working days  
Sundays and holidays closed.

**COLLECTION OF SPECIMENS:**

All Days 08.00 A.M. to 05:30 P.M.  
Emergency collection is 24 Hour available.  
Sundays and other Holidays closed.  
Reliability and promptness of laboratory results is ensured as tests are done by automatic machines.  
Reports are made available within the shortest possible time, which will be specified.

**BLOOD BANK:**

Open for 24 hours and caters to external request also.  
A licensed blood bank is available in the hospital to cater to the requirements of the patients.  
All blood is tested for HIV, HBV and HCV, VDRL, In addition.

**FACILITIES:**

This hospital has the following services available:  
ECG  
Intensive Care Unit  
Intensive Cardiac Care Unit  
Surgical Intensive Care Unit  
Neonatal Intensive Care Unit  
Pediatric Intensive Care Unit  
X-RAY  
Ultra Sonography

**MEDICINES & CONSUMABLES:**

All required Medicines and surgical consumables are provided free of cost.

**HOUSEKEEPING & LINEN:**

Hospital provides required linen for all admitted patients. In case of any difficulty you may contact the sister in charge of the floor

**FOOD SERVICES**

The hospital dietary department provides all meals for the patient. The Dietitian plans the diet based on the therapeutic needs. Our kitchen is well equipped to serve good balanced vegetarian meals. Dietician takes rounds of all patients and in consultation with treating physician and advice the therapeutic and non-therapeutic diet.

**CAFETERIA**

The cafeteria is open to visitors daily from 9:00 a.m. to 6:30 p.m.

## **BYSTANDER PASS**

### Attendant:

Patients require rest and we do our best to provide patients with a quiet, peaceful and tranquil environment. In order to achieve this we restrict the number of Attendants. Our infrastructure can support only one attendant per patient, but this may vary according to the category of the patient.

By stander pass is issued from IP admission counter at the time of patient admission. Bystander can utilize this pass 4 times in a day.

### Visiting hours:

Visiting hours for the hospital are: 11.00 am–1.00 pm, & 4.00 pm to 6.00 pm

Please ensure that visitors adhere to the visiting hours only and that they are restricted to the absolute minimum.

## **OTHER SERVICES & FACILITIES:**

- ❖ Wheel Chairs and stretchers are available on request at any point from Patient Movement Service Department.
- ❖ Lifts are available for access to higher floors in each tower
- ❖ There is a stand-by generator to cater to emergency services in case of breakdown of electricity.
- ❖ Adequate drinking water and toilet facilities are available.

## **GENERAL INFORMATION**

### Medico legal cases:

On admission of a medico legal case, the hospital has to mandatorily honor the rules of the Indian Govt. and informs the local police authorities.

### Death Certificate:

If a patient expires in the hospital, a death certificate is issued to the family by the hospital to carry the body. The hospital sends the Death registration form & Medical Certificate of cause of death to the Corporation. The family has to collect the final Death Certificate from the Corporation office.

### Mortuary Services:

Mortuary provides Refrigerated storage of deceased patients.

### Birth certificate:

Parents of the newborn will be issued birth certificates from the hospital as soon as they fill up the Birth report form for registration. This is made possible through the networking of the hospitals with the corporations.

## **EMPLOYEE HEALTH CHECKUP**

An employee health check up is carried out with all staff dealing with direct patient care

### **COMPLAINTS AND GRIEVANCES:**

There will be occasions when our services will not be up to your expectations.

Please do not hesitate to register your complaint. It will only help us serve you better.

There is a redressal forum that functions in association with the Quality & Standards Dept to attend to all grievances.

The complaints can be informed to RMO from the hospital intercom or through the direct phone line 02632-252844 (ext. no. 314)

Every grievance will be duly acknowledged.

### **GENERAL INSTRUCTIONS**

#### Smoking:

GMERS Medical College and General Hospital Valsad is a “No smoking zone”. Patients and their attendants are strictly prohibited from smoking in the hospital premises.

#### Silence:

Silence is essential in a hospital. Even minor noises can disturb people who are not feeling well.

Visitors are requested to speak softly and avoid unnecessary noise. Attendants are advised to keep down the volume on their mobile phone sets. Patient’s relatives are advised not to crowd the area outside the patient rooms. Hospital staff is under instruction to take necessary steps to prevent noise and crowding.

#### Parking:

Please ensure that vehicles are not parked in “No parking area” and they do not hinder emergency cases from immediate and quick access to the emergency department.

### **DURING YOUR STAY**

- ❖ We hope this information helps you to prepare for your stay as an inpatient at GMERS Hospital Valsad.
- ❖ A skilled team of personnel some of the working behind the scenes will hopefully make your stay comfortable and pleasant.

### **RESPONSIBILITIES OF THE USER:**

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

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

Please help us in keeping the hospital and its surroundings neat and clean.

Please use the facilities of this hospital with care.

Beware of Touts.

Please refrain from demanding undue favors from the Staff and officials

Please provide useful feedback and constructive suggestions.