

**Pt.B.D.Sharma Post Graduate Institute of Medical Sciences, Rohtak
(Haryana)**

Citizen Charter

This Charter seeks to provide a framework which enables our users to know Standards of Service:

1. This is a Post Graduate Institute of Medical Sciences and Hospital meant for teaching and education
2. It provides multispecialty care to the patients'
3. It provides medical care to all patients' who come to the hospital
4. Standards may be influenced by patients' load and availability of resources
5. It is our endeavour that all our patients' receive courteous and prompt attention

Patient Rights

A patient has the right to:-

1. respectful care given by competent personnel.
2. upon request, to be given the name of his attending physician, the names of all other physicians directly participating in his care, and the names and functions of other healthcare persons having direct contact with the patient.
3. every consideration of his privacy concerning his own medical care program. Case discussion, consultation, examination, and treatment are considered confidential and shall be conducted discreetly.
4. have all records pertaining to his medical care treated as confidential except as otherwise provided by law or third-party contractual arrangements.
5. know what hospital rules and regulations apply to his conduct as a patient.
6. expect emergency procedures to be implemented without unnecessary delay.
7. good quality care and high professional standards that are continually maintained and reviewed.
8. full information in layman's terms, concerning his diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give such information to the patient, the information shall be given on his behalf to the patient's next of kin or other appropriate person.

Patient Responsibilities

Patient has the responsibility to...

1. provide information about present and past illnesses, hospitalizations, medications and other matters relating to his/her health history.
2. have members of his/her family authorized to review his/her treatment, if he/she is unable to communicate with doctors or nurses.
3. formulate an advanced directive and appoint a surrogate to make healthcare decisions on his/her behalf, to the extent permitted by the law.
4. ask questions if he/she does not understand directions or procedures.
5. help his/her doctor, nurse, and healthcare support staff in his/her efforts to care for his/her by following their instructions and medical orders.
6. report safety concerns immediately to his/her doctor, nurse, or any healthcare support staff.

7. ask for pain relief when pain first begins and tell his/her doctor or nurse if his/her pain is not relieved.
8. avoid drugs, alcoholic beverages or toxic substances, which have not been administered by his/her doctor.

Facilities

Facilities	Remarks
Blood Bank	Number of Units Stored capacity – Approx. 2000 units & average consumption 180/day
Operation Theatres	Operation theatres major 10 (Surgery, Orthopedics, Obstetrics & Gynaecology, Otorhinolaryngology (ENT), Ophthalmology, Burns & Plastic Surgery, Cardio-Thoracic Vascular Surgery, Urology, Neurosurgery, Dental) & Minor Operation Theatres 9 (Surgery, Orthopaedics, Obstetrics & Gynaecology, Otorhinolaryngology (ENT), Ophthalmology, Dental, Accident & Emergency & Burns & Plastic Surgery)
Intensive Care Unit's	Intensive Critical Care Unit, Intensive Care Unit(Accident & Emergency), Respiratory Intensive Care Unit, Paediatrics Intensive Care Unit, Neonatal Intensive Care Unit, Cardio-Thoracic Vascular Surgery Intensive Care Unit, Cardiology Intensive Care Unit, Day Care facility present
X-Ray Machinery	9 Fixed & 10 Mobile
Ultrasound Sonography Test	3 Nos. & Functioning according to Pre-natal Diagnostic Test act.
Computed Radiography System	Facility present
Digital Radiography System	Facility present
Mammography	Facility present
Directly Observed Treatment, Short-course (TB Treatment)	Facility present
HIV Kits	Facility present
Central Sterilization Supply Department	Facility present
Effluent Treatment Plant (ETP)	Under construction
Hospital Kitchen	In house kitchen facility
Hospital Canteen	Hospital Canteen available
Pharmacy	Free Drug delivery to outdoor and indoor patients.
Emergency Services`	24 Hrs available One ambulance- with Advance Life Support System. Three Ambulance – Normal
Clinical Laboratories	All types of Clinical Labs. i.e. Central, emergency lab and departmental labs present.
Labour Room	With Clean, Septic and Eclampsia Beds – Available round the clock