

CITIZEN CHARTER

Citizens are welcome to the **GURU NANAK DEV HOSPITAL, GOVT. MEDICAL COLLEGE AMRITSAR**, which is a premier teaching hospital and research institute located on Majitha Road, Amritsar. It embraces a very high quality of Integrated Medical Education with a view to develop smart young doctors with excellent theoretical knowledge, clinical skills and impeccable patient communication and bed side manners. The mission of the institute is to train competent health care professionals committed to serving the poor and the marginalized sections of society.

The hospital has a team of dedicated well qualified health care professionals to provide quality services and medical care to each and every patient visiting the institute. The charter seeks to provide a frame work which enables our clientele to know the services available in this hospital.

These are:

GENERAL INFORMATION:

Faculty, Nursing Staff and Beds

| | | |
|---|-------------------------|---|
| 1 | Doctors | 612 (including Junior Residents) |
| 2 | Nursing Staff Matron | 4 |
| | Nursing Sister | 51 |
| | Staff Nurses | 500 |
| 3 | Beds | 900 (teaching beds) |
| 4 | Casualty | 32 |
| | Other Beds | 129 (ICU, ICCU, HDU, SICU, NICU, PICU, GYNAE ICU, RESPIRATORY ICU, PRE-OPERATIVE, POST OPERATIVE, ECLAMPSIA BEDS AND SEPTIC BEDS) |

OPD SERVICES IN VARIOUS SPECIALITIES:-

MEDICINE AND ALLIED APECIALITIES

- General Medicine
- Pediatrics
- Tuberculosis and respiratory diseases
- Dermatology and Venereology and Leprosy
- Psychiatry

SURGERY AND ALLIED SPECIALITIES

- General Surgery
- Orthopedics
- Ophthalmology
- Oto-rhino-Laryngology

OBSTETRICS & GYNAECOLOGY

- Obstetrics Gynaecology

SUPERSPECIALITY

- Neurology
- Cardiology
- Cardio Thoracic Surgery
- Plastic Surgery
- Urology
- Nephrology

OTHERS

- Radiotherapy
- Drug De-addiction and Rehabilitation Center
- ART Center
- Anti Rabies Clinic
- Dentistry

OPD services are available on all working days excluding Sundays and Holidays declared by affiliating University (Baba Farid University of Health Sciences, Faridkot) from 8.00 am to 2.30 pm.

SERVICES

- Reception
- Registration Counters (Separate for male/females, Senior Citizens, Handicapped)
- Spacious OPD complex (Each for every specialty with good seating arrangement for doctors, waiting hall for patients and relatives)

- Indoor wards (Clean, well equipped and manned)
- Operation Theater Complex (Fully Equipped)
- 24x7 Casualty services
- ICU, ICCU, NICU, PICU, Labor Room, SICU
- Medicines to indoor and OPD patients (Only available in the institution)
- X-rays
- Sonography
- CT scan
- MRI
- Mammography
- 2D Echo
- Color Doppler
- Central Clinical Laboratories working 24x7 for
 - Hematology
 - Biochemistry
 - Pathology
 - Microbiology
- Blood Bank 24x7
- Medical Stores
- Kitchen – Quality food provided free of cost only under JSSK
- Laundry
- Cafeteria – available 24x7
- Mortuary facility Available 24x7 in Govt. Medical College Amritsar
- Bio Medical Waste Management

LABORATORY SERVICES

Routine Laboratory services are provided in the field of (as available)

- Bio Chemistry
- Microbiology
- Hematology
- Cytology
- Histopathology including FNAC

There is a Central Collection centre for receiving and collecting various specimens for testing. The timing for receiving specimens are for OPD patients 09.00 AM to 01.00 PM and for IPD patients around the clock.

Emergency:- Emergency Laboratory Services are available 24 hours for limited tests relating to Clinical Pathology, Bio-Chemistry, Microbiology and Radio-diagnosis.

CASUALTY AND EMERGENCY SERVICES

All casualty services are available around the clock.

- Duty doctors are available around the clock.
- Specialist doctors are available on call.
- Emergency services are available for all specialties as listed in the OPD services.

OPERATION THEATRES

Operation theatre functions on all working days except Sundays and Holidays declared by Medical University (BFUHS). Emergency theatre functions round the clock 24x7.

INDOOR PATIENT SERVICES

- All wards provide indoor patient care.
- Emergency wards admit emergency cases, Medical, Surgical, Orthopedics, Eye, ENT, Skin, TB and Chest and Psychiatry.
- Intensive Care Unit for the care of seriously ill patient.
- The labor room for conducting deliveries round the clock.
- Nurseries provide necessary care to new born – Normal as well as born with disease.
- All indoor patients receive treatment under the guidance and supervision senior doctors.
- After office hours treatment is given by doctors on duty and specialists are available on call.
- Free diet is provided only to patients admitted under JSSK.

- To check the rush of attendants in the emergency pass system is in operation only in casualty.

OTHER FACILITIES

Other facilities available include: -

- Wheel chairs and trolleys are available in OPD, Casualty and in all the wards.
- Stand by electricity generator have been provided, lifts are available for access to higher floors.
- Ramps and stair case are also available.
- Chemist shops are available in the campus and around the campus
- Canteen for patient attendants is available.
- Adequate toilet facility available for the use of patients and their attendants
- Drinking water.

NATIONAL PROGRAMMES

Following schemes are running in this institution: -

- JSSK
- RBSK
- 0 to 1 year child
- 1 to 5 years female child
- Mukh Mantri Punjab Cancer Rahat Kosh
- Bhagat Puran Singh Sehat Bima Yojna
- Pulse Polio
- Family Planning
- Mukh Mantri Punjab Hepatitis C relief fund
- NPCDCS

FREE TREATMENT

Free treatment is given to the following categories:-

- All emergencies arising out of road side accident, manmade or natural disasters, drowning, poisoning, unknown and unaccompanied persons.

- Free treatment for rape victims and acid attack.
- Under trial prisoners and convicts

COMPLAINTS AND GRIEVANCES

Every grievance is duly acknowledged. We aim to settle your genuine complaints within 10 working days of its receipts.

Name, designation and telephone number of the Nodal Officers are as under

| Sr. No. | Name | Designation | Contact |
|------------------------------------|----------------------|-------------------------------|-------------|
| 1 | Dr. Surinder Paul | Medical Superintendent | 98150-62695 |
| 2 | Dr. Gaurav Agnihotri | Deputy Medical Superintendent | 88475-56279 |
| 3 | Dr. Surinder Sharma | Public Information Officer | 94170-46713 |
| MEETING HOURS 09.00 AM TO 05.00 PM | | | |

Telephone enquiry can be made over telephone numbers

Phone No:- 0183-2573928 (Reception 24x7)

Office No:- 0183-2421050 (09.00 AM to 05.00 PM)

Fax No :- 0183-2422560

EmailID :- sgtbasr@gmail.com

RESPONSIBILITIES OF THE USERS

- Please use the facilities of the hospital with care- beware of touts.
- The hospital is a **No Smoking Zone** and **Silence Zone**.
- Please refrain from demanding undue favors from the staff as it encourages corruption.
- Please provide useful feedback and suggestions. These may be addressed to the **Medical Superintendent**.
- It is your hospital. Please help us to keep it clean.