

CITIZENS CHARTER

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

- ✍ This is a Medical College and Hospital for teaching and education and multispecialty patient care hospital;
- ✍ It provides medical care to all patients who come to the hospital;
- ✍ Standards are influenced by patients load and availability of resources;
- ✍ Yet we insist that all our patient/relative receive courteous and prompt attention.

Location:

Medical College and Hospital is located at Kalitheerthalkuppam, Madagadipet, Puducherry-605 107.

General Information

Enquiry, Reception and Registration Services:

The registration counters are functioning round the clock.

Location guide maps have been put up at various places in this hospital.

Colour coded guidelines and directional signboards are fixed at strategic points for guidance.

Telephone enquiries can be made over telephone numbers:

Ph: + 91 413 2643000, 2643143, Fax : +91 413 2641549

Email communication can be made through principal@smvmch.ac.in

Casualty & Emergency Services:

- ✍ All Casualty Services are available round the clock.
- ✍ Duty Doctors are available round the clock.
- ✍ Specialist doctors are available on call from resident doctors.
- ✍ Emergency services are available for all specialties as listed in the OPD Services.
- ✍ Emergency Operations are done in OT located on ground floor of the Hospital building.

- ✎ Emergency Operation Theatre is functioning round the clock. In emergency cases, treatment/management gets priority over paper work like registration and medico-legal requirements. The decision rests with the treating doctor.

OPD Services:

The following services are available at the hospital

- ✓ Anaesthesiology
- ✓ Dermatology, Venereology & Leprology
- ✓ General Medicine
- ✓ General Surgery
- ✓ Obstetrics & Gynaecology
- ✓ Ophthalmology
- ✓ Orthopaedics
- ✓ Oto-Rhinolaryngology
- ✓ Paediatrics
- ✓ Psychiatry
- ✓ Pulmonary Medicine
- ✓ Radiology & Imaging
- ✓ Dentistry

Apart from these the following super specialty services are also available

- ✓ Cardiology
- ✓ Cardiothoracic Surgery
- ✓ Nephrology
- ✓ Paediatric Surgery
- ✓ Plastic Surgery
- ✓ Gastroenterology
- ✓ Urology

Registration Time of OPD

In OPDs specialists are available for consultation.

OPD services are available on all working days including Sundays and Gazetted Holidays from 8.30 AM to 4:00 PM.

Other Facilities:

Other facilities available include:

Purified drinking water, wheel chairs and trolleys are available in the OPD and casualty. Ambulances are available to pick up patients from their places (on payment of nominal charges) and also for discharged patients. Mortuary Van is available on payment, Round the clock. Public Telephone Booths are provided at various locations. Stand-by Electricity Generators have been provided. Chemist Shops are available at the hospital. Canteen for patients and their attendants is available. Lifts are available for access to higher floors. Adequate toilet Facilities for use of patients and their attendants are available.

Complaints & Grievances:

There will be occasions when our services will not be up to your expectations. Please do not hesitate to register your complaints. It will only help us serve you better. Every grievance will be duly acknowledged. We aim to settle your genuine complaints within 10 working days of its receipt. Suggestions/Complaint boxes are also provided at various locations in the hospital. If we cannot, we will explain the reasons and the time we will take to resolve.

Responsibilities of the Users:

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 do not inconvenience other patients.
- ✎ 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. The Hospital is a “No Smoking Zone” and smoking is a Punishable offence.
- ✎ Please refrain from demanding undue favors from the staff and officials as it encourages corruption.
- ✎ Please provide useful feedback & constructed suggestions. These may be addressed to the Medical Superintendent of the hospital.

