



# Netaji Subhas Medical College & Hospital

Amhara, Bihta, Patna - 801 106, Bihar



## Citizen Charter

LOCATION : NSMCH Bihta is located about 30 kilometers west of Patna city Near IIT Patna.

ENQUIRY AND INFORMATION ABOUT COLLEGE & HOSPITAL Central Enquiry and Registration is located at the entrance of the Hospital

Telephone number of Netaji Subhas Medical College & Hospital: 09102403264 , 0612-6633333.

Enquiry counters and help desk also exist in the OPD and Emergency Website: [www.nsmch.com](http://www.nsmch.com)

Casualty number: 09264193990 , 0612-6633333

## CASUALTY AND EMERGENCY SERVICES

Officers in Charge of Casualty: Dr. S.P Singh

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Phone Number of Casualty : (round the clock).

Location: Ground Floor, Office Wing

Casualty and Emergency services available 24 hours throughout the year.

Anyone with urgent medical problem can have consultation/treatment in the Casualty.

Depending on the nature of Casualty/Emergency which needs medical intervention, the patient will be registered at the Casualty registration counter free of charge and medical care will be provided promptly.

In addition to Casualty Medical Officers, Casualty has dedicated team of doctors from major specialties of Medicine, Surgery, Orthopedics, Pediatrics, Obstetrics and Gynecology and resident doctors, nursing staff, paramedics and orderlies to provide urgent medical services.

All endeavors are made to provide better medical care including all possible investigations (available in the hospital) and prompt treatment. However, at times, when there is extreme workload, cases that are not so urgent may have to wait for some time.

The treating doctors will call any specialist/super specialist, who is available on call for urgent consultation as and when required.

In serious cases treatment/management gets priority over paper work like Registration / Medico legal requirements.

Casualty has a fully equipped Emergency Operation Theatre for any urgent surgery.

The Casualty is fully equipped with modern gadgets like monitors, ventilators, nebulisers, defibrillators, central oxygen and suction supply, etc.

All urgent investigations like Blood Biochemistry, Urine, Blood gas analysis, ECG, USG, X-Ray are available for casualty patients round the clock.

Facilities for CT Scan and Radiography and USG are also available in the hospital campus on payment basis.

All medicine and surgical items are available in the Casualty.

Facilities like wheel chair and patient trolley are available at the entrance of Casualty.

Telephone and public utilities like toilets and waiting area are available near the Casualty department.

Canteen facility is available.

- Referred cases from tertiary and other hospital should also get registered for consultation in the OPD,

  
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- The OPD registration card is valid for 15 days of consultation, after which a new registration card should be obtained consultation / treatment

#### OUTPATIENT DEPARTMENT (OPD) SERVICES

Location: Ground floor & 1<sup>st</sup> floor of the Hospital Building

Registration time Consultation Time

General OPD 8.00 a.m. to 5.00 p.m. 8.00 a.m. to 5.00 p.m.

OPD registration card can be obtained by free of cost at the OPD Registration counter located at the entrance of Hospital for consultation in general/superspeciality OPDs.

- Referred cases from tertiary and other hospitals should also get registered for consultation in the OPDs.
- The OPD registration card is valid for 15 days of consultation, after which a new registration card should be obtained if consultation/treatment goes beyond 15 days.
- The patient has the right to consult any doctor/consultant. For prior appointment with any consultant on his/her OPD days, the patient should contact his/her OPD.
- Patients are seen on first come first serve basis. However, out of turn consultation may be provided in case of emergency or to senior citizens.
- Specialty Clinics: (for details, see OPD brochure displayed at OPD/Enquiry counter. During OPD consultation, the consultant will fill up the requisition forms for various investigations and direct/guide the patient to the concerned lab/department.

Sample collection centre for blood, urine, stool etc: 1<sup>st</sup> Floor of the Hospital

Sample collection timings: 9.00 a.m. to 5.00 p.m.


IN emergency condition round the clock collection & examination is done.

Patient should obtain the investigation report on the date/time given for collection of the same from the concerned lab/department.

All the investigations are done on payment of a nominal rate. Patient should remit the payment and obtain proper receipt from the concerned lab/department.

Depending on the work load, for certain investigations patients will be called on future dates by the concerned department. However, these may be done out of turn in urgent situations on recommendation of the treating doctor.

Many facilities are provided at OPD level, such as ECG, Plaster, Injection and immunization, contraception and MTP services, minor surgical intervention, physiotherapy, bronchoscopy, endoscopy, etc

  
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The decision to admit a patient rests with the treating consultant. The patient will be admitted if there is a vacant bed available in the particular specialty. But in case of emergency, out of turn admission may be done.

Patients requiring medical certificates should apply for the same to the Medical Superintendent, Narayana Medical & Hospital, Nellore, who will send it to the concerned department for issuing the certificate. However, Medical Treatment/Fitness and other such certificates of admitted patients, issued by the consultant will be valid only if it is countersigned by the Medical Superintendent of the Hospital.

Patient trolley/wheel chairs are available at the entrance of the OPD, free of charge.

Patients should park their vehicle in the paid parking area at the entrance of the hospital campus. Otherwise it is likely to be towed away.

There is a medical shop adjacent to the Casualty/Emergency department.

#### **INDOOR SERVICES**

Additional charges will be applicable for specific investigations, procedures, surgery, etc.

All the inpatients will receive treatment by team of Resident doctors and Nursing staff are available round the clock under the supervision and guidance of Faculty Members.

Hospital attendants are available in different wards to help inpatient care and related activities.

Special wards like ICU, ISU, and Nursery etc are equipped with modern gadgets and devices like ventilators, monitors, defibrillators, nebulisers, incubators etc. to provide better quality medical care.

Hospital has generator back up

Bed linen is changed at the time of admission and thereafter on every alternate day and also whenever required.


Food is served two times a day

Destitute patient is provided drugs and surgical items from the hospital and all hospital charges are waived.

Operation theatres – The hospital has fully equipped modular operation theatres where all kinds of major and minor surgeries are performed using the latest techniques and technology.

Routine surgeries are done as per list maintained by the respective department(s).

Visitors are allowed only during visiting hours, i.e. from 4.00 p.m. to 6.00 p.m.

  
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### **Laboratory Services:**

Emergency Lab: 24 hours, throughout the year, for all emergency investigations.

Routine lab (On all working days):

1. Sample collection timings: 8.00 a.m. to 5.00 p.m.

1. All types of routine and special investigations are done in the hospital, including biochemical, microbiological, pathology and immunology.

Blood Bank: The hospital has a licensed, modern state of the art Blood Bank that functions 24 hours a day and provides facilities for blood donation, storage, issue of blood and its components. Strict precautions are taken and testing is done to prevent any blood borne infection. Blood is issued on exchange basis and patient requiring blood should arrange healthy blood donor for exchange of blood.

### **RESPONSIBILITIES OF 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. A large number of patients attend the OPD daily number of patients seeking Casualty/Emergency medical care daily are also more.

Please follow the rules and regulations of the hospital while inside the hospital campus.

Please do not cause inconvenience to other patients by crowding or making noise unnecessarily.

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

Please don't argue with security guards, show your passes when asked for and help maintain the order and peace inside the hospital premises.


Please use the facilities of this hospital with care and do not damage/spoil hospital property.

Do not indulge in any money transactions with touts and unauthorized persons.

The hospital is a NO SMOKING ZONE. Please do not smoke in the hospital.

Please refrain from demanding undue favors from hospital staff and officials.

Please provide useful feedback and constructive suggestions. These may be addressed to the Medical Superintendent of the Hospital

  
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