

CITIZEN CHARTER

PREAMBLE

Gujarat Adani Institute of Medical Sciences (GAIMS) aims to provide quality medical education and health services. The objective of GAIMS is to develop innovative curriculum and pedagogy of teaching in undergraduate and postgraduate education in all offered branches of Health care, so as to achieve a high standard of education and to bring together educational facilities of the highest order for the training of personnel in all important branches of healthcare under one roof. To meet these objectives the GAIMS Hospital provides quality healthcare services to the people of Kutch District as elucidated in the Citizen's Charter. This Charter is published with an intention to make the GAIMS Teaching Hospital services patient centric and to ensure best practices in Medical Education at GAIMS. Through this Charter the citizens are also informed about the services available, the quality of care and grievance redressal procedures at GAIMS.

GENERAL INFORMATION:

Gujarat Adani Institute of Medical Sciences (GAIMS) is a unique Public Private Partnership (PPP) venture between Adani Education and Research Foundation and Government of Gujarat. The GAIMS campus is built on a 27- acre plot situated in the heart of Bhuj city, in the Kachchh District of Gujarat. This campus, houses the 750 bed multi speciality Hospital, the Medical College, the Nursing School, the Staff Residential Quarters and the Students Hostels.

Academic Functions of GAIMS:

- To devise new innovative methods of teaching , in order to attain and maintain high standards of medical education
- To design courses and curricula for both undergraduate and postgraduate studies
- To disseminate information and knowledge through publication of books, journals, research papers or any other literature both in electronic and print mediums. To this end, conferences, seminars, meetings, workshops, lectures, and exhibitions are organized.

1. SERVICES

A. CLINICAL SERVICES

The GAIMS Teaching Hospital provides following clinical services:

1. Outpatient services
2. Indoor patient services
3. Emergency services

1. OUT PATIENT SERVICES

OPD Timings: 9:00 a.m. to 1:00 p.m. & 4:00 p.m. to 6:00 p.m.

Registration Timings: 8:30 a.m. to 12:00 p.m.

REGISTRATION:

For the convenience of the public, registration for all the departments is centralized and done at (OPD Section) Main Reception Area, located at Ground floor, GAIMS Teaching Hospital.

HOW TO REGISTER

The registration process is computerized. You will be asked your full name, age, address and other details at the registration counter. If you are eligible for any benefits like BPL, Government Employee category etc. than you will be asked to submit a copy of ID Card.

It is requested that you to adhere to the queue system. However, a patient may bypass the queue only in case of an emergency. Senior citizens and those with disabilities are provided appropriate assistance. The outreach services are provided by Rural Health and Training Centre, Mundra and Urban Health Centre, Ganesh Nagar, Bhuj

2. INDOOR PATIENT DEPARTMENT SERVICES (IPD)

Patients who need further treatment and investigations are admitted as indoor patients. The registration for indoor patients is done at Main Reception Area, located at Ground floor of GAIMS Teaching Hospital.

OPERATION THEATRES

The GAIMS Teaching Hospital has 12 Operation Theatres (OT), of which 10 OTs are meant for routine operations and 2 OTs are for emergency operations. All OTs are equipped with Boyle's apparatus, Electro-cauteries, Monitors, central supply of oxygen, Nitrous oxide, compressed air and central suction. The operations are scheduled as per the requests of various surgical departments.

3. EMERGENCY SERVICES

The Government of Gujarat has introduced 108 Emergency Services for all medical and trauma cases. The 108 emergency services is a toll free number that can be dialed for any major crisis that is medical or traumatic in nature. The services include ambulances with state of the art lifesaving equipment located at various parts of Gujarat and ensure prompt transfer of patients. The paramedical workers on the ambulances are trained in providing basic life support and shifting of the patient.

The GAIMS Teaching Hospital lays a lot of emphasis on providing prompt emergency services round the clock throughout the year. The staff in the Emergency Room will give utmost priority to the patient and no intervention will be denied for delay in paperwork. We request relatives to avoid

crowding the casualty area and refrain from making unnecessary phone calls to allow proper management and maintenance of hygiene in the emergency room. The patient may be sent to the OPD based on the clinical assessment of the Casualty Medical Officer (CMO). Stretchers/ wheel chairs and attendants are available to assist you in shifting the patient. The patient will first be seen by the CMO who may then call for the concerned department after administering first aid. Pediatric emergencies have to be taken to the Pediatric Ward directly.

Similarly, emergencies involving Obstetrics and Gynaecology have to be shifted to the OBG ward directly. The emergency rooms are equipped with suction machines, defibrillators and with other life-saving equipment. All emergency drugs are available in Casualty. There are 2 emergency OTs situated close to Casualty. There is a special X-Ray unit with a technician on 24 hours duty.

B. DIAGNOSTIC SERVICES

1. Laboratory Services:

Laboratory services at Gujarat Adani Institute of Medical Sciences are available round the clock for routine as well as emergency investigations. The tests are conducted by various departments like Pathology, Microbiology and Biochemistry.

i. Central Laboratory:

For the convenience of patients, the institute has a central laboratory cum collection and testing center, located at the 1st floor, GAIMS Teaching Hospital. The central laboratory has high-tech investigation equipment's that include Vitrose- 250, Minividas, and 5-Part Beckman Cell-Counter.

The samples are collected at the central laboratory. Routine tests like Hb, TC, DC, ESR, and Urine are done at the central laboratory itself but for specialized tests samples are sent to the department of microbiology, pathology and biochemistry. For accurate investigations patients are requested to follow instructions given by the physicians. For instance, certain investigations like blood sugar and ESR require that the patient fast prior to the sample being collected. This sample is preferably collected in the morning as the likelihood of the patient having a meal for 12 hours prior to that is low.

ii. Microbiology Laboratory:

The Department of Microbiology is situated on the first floor of the main college building. The department carries out various tests to diagnose infectious diseases. Samples are collected at the central laboratory and after examination test results are dispatched to the department that requested for the test. These facilities are used for investigating routine cases like diarrhoea, respiratory tract infections, urinary tract infections, wound infections and other infectious conditions. Besides this, it has sections like Bacteriology, Serology, Immunology, Fungal studies,

AFB (Tuberculosis), Virology- HIV/AIDS / Dengue/ JE /Chikungunya fever and Malaria. Culture facilities are also available. The department also conducts Swine Flu test (H1N1 Test by RT PCR).

iii. Pathology Laboratory:

The Department of Pathology is situated on the 1st floor of the main college building. It has various sections like Histopathology, Cytopathology, and Hematology. Blood or tissue samples are sent to the department of pathology from various departments. The test reports are dispatched to the requesting units.

iv. Bio-chemistry Laboratory

The Department of Biochemistry is situated on the ground floor of the main college building. The central biochemistry laboratory services are available for routine as well as emergency investigations.

v. Other laboratory services

DOTS Centre: Facilities for sputum examination for Tuberculosis are available at the DOTS centre, from 9:00 am – 5:00 p.m., on the ground floor, in the same building. The staff of Revised National TB Control Programme (RNTCP) works with zeal to serve all TB patients. Tests for Malaria (Slide for Malarial Parasite) are available round the clock in OPD 13.

ICTC Centre: Voluntary HIV testing and counselling is available from 9:00 am – 4:00 pm. Pre- test and post-test are mandatory and the results are kept strictly confidential.

2. Radio-diagnosis:

The department is centrally situated in the main service block in OPD. Patients should come to the department with a proper requisition slip from the concerned department. The Hospital is equipped with 6 X-Ray machines (in addition to this, the department of TB and Chest also have 2 X-Ray machines), 1 CT scan, 4 Ultrasound machines and an installed C Arm system.

C. BLOOD BANK SERVICES:

A consultant from the department of pathology supervises the blood bank. The blood bank aims for 100% voluntary blood donation. All blood units are screened for HIV 1&2, Malaria, Hepatitis B, Hepatitis C and Syphilis before transfusion.

Blood Bank Timing: The blood collection facility is available from 8:00 a.m. –1:00 a.m. (Monday - Saturday)

D. MORTUARY:

Location: In hospital building

Timings: 24 hours

Post mortem examination: (on all days including holidays) –Post-Mortem examination facility is provided 24*7.

No payment other than prescribed should be made to any morgue staff. Please co-operate with the department staff who are there to help you in case of problems/ queries. In case of any further query, please feel free to contact the designated HOD.

E. SUPPORTING SERVICES:

1. HOSPITAL KITCHEN:

The GAIMS Teaching Hospital has its own kitchen. All patients are provided diet, free of cost. The Hospital provides milk, breakfast, lunch, tea and dinner to all the patients. The diet is tailored to meet the needs of the patient i.e. vegetarian, salt free diabetic diet, liquid diet etc.

2. CENTRAL STERILIZATION AND SERVICES DEPARTMENT (CSSD):

The hospital has a modern central sterile supply department. Recently, new autoclave machines have been installed in the department.

Care is taken to ensure that the instruments and linen used at GAIMS Teaching Hospital are meticulously disinfected.

3. LAUNDRY

The Central Laundry is fully mechanized with four bulk washing machines with a capacity of 100 kgs each, four mechanized hydro extractors with a capacity of 35 kgs each and two drying machines. Steam press units are also available.

The Laundry unit handles 2000 units of laundry per day.

4. CENTRAL PHARMACY

The OPD pharmacy is located on the ground floor of the Hospital. It is the policy of the hospital to try to make all essential drugs available free of cost to patients, in the OPD and IPD. The patients may have to purchase some drugs that are not available with the Central Pharmacy.

F INFORMATION FOR PATIENTS

i. ENQUIRIES AND INFORMAITON:

Signboards are available at various junctions showing the directions.

ii. COMPLAINTS AND GREVIENCES:

We try our best to provide quality health care services to patients visiting the GAIMS Teaching Hospital. However if these services do not meet your expectation or satisfaction, please do not

hesitate to register your complaint with the Medical Superintendent. Suggestion/ complaint boxes are provided at GAIMS campus. You can also e-mail your complaints to us at: info@gaims.ac.in . We will try to settle your grievances as soon as possible.

iii. RESPONSIBILITIES OF THE USER:

The success of the Citizen's Charter outlined above depends on the support the GAIMS Teaching Hospital receives from visitors and patients. Therefore, the users need to understand the various constraints under which the Hospital functions and co-operate by adhering to the guidelines stated below:

1. Please do not create inconvenience to other patients.
2. Please try to keep the hospital and its surroundings clean.
3. The users are requested to use the facilities of the hospital with care.
4. Kindly contact the reception counter for any clarifications.
5. The hospital is a non-spitting and non-smoking zone. Fines can be imposed by GAIMS Administration on visitors found violating this clause.
6. Please refrain from demanding undue favors from the staff and officials.

We would appreciate your valuable feedback on the services provided at the GAIMS.

The feedback could be handed over to the office in person or could be sent to us by e-mail.

Contact Information:

You may contact us for further information:

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