

**Sri Siddhartha Institute of Medical Sciences & Research Centre,
T-Begur - 562123**



CITIZENS CHARTER

Sri Siddhartha Institute of Medical Sciences & Research Centre, T-Begur, delivers committed patient care and works continuously to improve its offerings. We strive to provide:

- ✓ Complete commitment to understanding and meeting the patient's needs;
- ✓ Complete commitment to offering dependable and effective patient care services; efficient, timely, and polite service with a commitment to honesty and justice;
- ✓ Motivating the patient to take care of themselves and the Institute to provide better care for them;
- ✓ Dedicate to provide every employee with a challenging and satisfying career;
- ✓ Transparency in operation; periodic and ongoing monitoring of operation

HEALTHCARE WITH A HEART:

Our founder, Shri Late: Dr. H.M. Gangadharaiah, envisioned creating hospitals in rural sector of Tumkur district, Karnataka, India which was extended to the Bengaluru Rural sector where the poor and the rural masses could have access to advanced medical care in an atmosphere of love and compassion.

ABOUT SSIMS&RC

Sri Siddhartha Institute of Medical Sciences & Research Centre, T-Begur brings together a dedicated team of physicians, nurses, and other healthcare professionals to provide the highest standards of medical treatment. Our extensive infrastructure comprises modern operating theatres, 1055 beds, including comprehensively equipped intensive care beds.

OBJECTIVE

This Citizen's Charter is an expression of our commitment towards improving our services offered to make them more efficient and responsive and at the same time making our working more transparent to our valued patients. This Citizen's Charter is an attempt to bring the institute closer to its patients in the society.

This Charter is made to provide a framework, which enables our users to know:

- What services are available in this institute?
- The quality of services they are entitled to.
- The means through which complaints regarding denial or poor quality of service will be Redressed.

MISSION

The institute' s mission is – To impart world-class education and inspire young minds to evolve into responsible human beings in an inclusive environment, adapting to technological changes and paving the way for human progress.

LOCATION

Sri Siddhartha Institute of Medical Sciences & Research Centre, T-Begur – 562123, Karnataka, India.

CONTACT US

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<https://ssimrc.in/index.html>

STANDARDS OF SERVICE:

- This is a non-profit charitable institution.
- It provides medical care to all patients who come to this institute and trains the medical students
- and nursing students (both undergraduate and post graduates)
- Standards are influenced by patient load and availability of resources; it is aimed to give all courteous and prompt attention to our users.
- Committed to provide world-class treatment at an affordable rate.

ENQUIRIES

- Location guide map is available and directional signboards are fixed in each floor.
- Enquiries counter exist at the reception (ambulatory entrance and main entrance)
- Telephone nos. of central enquiry – 9606905861
- Public Relation officer helps the patient at the OPD entrance. Hospital

CASUALTY AND EMERGENCY SERVICES:

- The casualty functions round the clock all days.
- Casualty direct no: 9606905862
- Casualty Medical officer and resident Doctors are available 24 hrs all days.
- Duty Doctors are available on call round the clock in all specialties.
- There are 25 beds in the emergency room including 5 critical care beds.
- Emergency Cases are attended promptly.
- All the items required are made available during mass casualties.
- In serious cases, priority is given to treatment/ management than paper work like registration and medico-legal cases. The decision rests with the treating doctor.
- Emergency operation theatre is maintained on a regular basis to ensure that it is usable all times.

AMBULANCE SERVICES

- The hospital has a fleet of fully equipped ambulances
- A team of trained and dedicated medical professionals, Emergency Technicians, Nursing personnel and trained drivers are always ready to handle all eventualities round the clock.
- The Ambulance services are available for transportation of patients from SSMC or to SSMC.
- Ambulance service : This facility is available 24 hours a day, on all days. Contact No. 9606905862

OUTPATIENT DEPARTMENTS:

- Timings: 9 AM to 1 PM & 2 PM to 4 PM (Lunch break 1 to 2 PM)
- Sundays & Holidays: 9 AM to 1 PM
- Every outpatient seeking treatment at the hospital is registered prior to the consultation.
- A case sheet is generated for recording history, symptoms, diagnosis and treatment being provided.
- For every new patient a MRD number will be generated.

SPECIAL DEPARTMENTS

- Anaesthesiology
- Dermatology
- Emergency
- ENT
- General Surgery
- Obstetrics & Gynaecology
- Internal Medicine
- Ophthalmology
- Orthopaedics
- Paediatrics
- Psychiatry
- Pulmonary Medicine
- Radio-Diagnosis

LABORATORY SERVICES

- Biochemistry
- Blood Bank
- Hematology
- Histopathology
- Microbiology
- Serology

ROUTINE INVESTIGATIONS:

- All days round the clock – 24 x 7

COLLECTION OF SPECIMENS

- All days 9 A.M. to 5 P.M.
- Sundays & Holidays 9 A.M. to 1 P.M.
- Emergency – All days round the clock
- Reability and promptness of laboratory results is ensured as tests are done by automatic machines.

- Reports are made available within the shortest possible time, which will be specified.

BLOOD BANK

- Open for 24 hours and caters to external request also
- A licensed blood bank is available in the hospital to cater to the requirements of the patients.
- All blood is tested for HIV, HBV and HCV, VDRL in addition.
- Blood Component separation facility available (Concentrate Human RBC, Fresh Frozen Plasma & Platelet concentrate.)

EQUIPMENT AND FACILITIES

This hospital has the following services available:

- Major & Minor Operation theaters
- EEG
- ECG
- INTENSIVE CARE UNIT/PICU/SICU
- PHYSIOTHERAPY AND OCCUPATIONAL THERAPY UNIT
- 16 SLICE CARDIAC CT
- MRI SCAN
- X-RAY & ULTRASOUND
- Arthroplasty surgeries – orthopedics
- Sports medicine
- IVF clinic
- Child wellbeing clinic
- Laparoscopic surgeries
- PFT

MONEY & VALUABLES:

- It is not advisable to bring large sums of money or valuables into the hospital. The hospital does not accept responsibility for loss or damage to your possession.

MEDICINES & CONSUMABLES:

- Medicines and surgical consumables required for the treatment can be procured from the in-house pharmacy. A general pharmacy is located in the hospital premises which functions 24 x 7.

FOOD SERVICES

- Hospital kitchen provides free food for all the General ward patients.

- Canteen: Provides food for visitors as well as staff.

BYSTANDER PASS

- **Attendant:**
Patients require rest and we do our best to provide patients with a quiet, peaceful and tranquil environment. In order to achieve this we restrict the number of Attendants. Our infrastructure can support only one attendant per patient, but this may vary according to the category of the patient. Female by standers is a must for female patients.

Bystander pass is issued from IP admission counter at the time of patient admission.

- **VISITING HOURS:**
1 PM TO 2 PM & 5 PM TO 7 P.M.

OTHER SERVICES & FACILITIES:

- Wheel Chairs and stretchers are available on request at any point from Patient Movement Service Department.
- Lifts are available for access to higher floors.
- There is a stand-by- generator to cater to emergency services in case of breakdown of electricity
- Public Telephone Booths are available at various locations in the hospitals.
- Adequate drinking water and toilet facilities are available

BANK & ATM

- The UCO Bank has a fully – fledged branch with ATM facility in the hospital premises for the convenience of Staff, Students & patients.

GENERAL INFORMATION

- **Medico legal cases:**
- On admission of a medico legal case, the hospital has to mandatorily honor the rules of the Indian Govt. and informs the local police authorities.
- **Death Certificate:**
If a patient expires in the hospital, a death certificate is issued to the family by the hospital to carry the body. The hospital sends the

Death registration form and Medical Certificate of cause of death to the Heggere Panchayat. The family has to collect the final Death Certificate from the Heggere panchayath office.

- **Embalming Services:**

Embalming facility is provided at SSIMS&RC Except for MLC cases.

- **Mortuary Services**

Mortuary provides a Refrigerated storage of deceased patients.

- **Birth Certificate**

All new live births will be informed to Grama Panchayat Office and parents have to collect the birth certificate from the Panchayat Office.

UNIVERSITY

- Sri Siddhartha University (Sri Siddhartha Academy of Higher Education) established under section 3 of the UGC Act, 1956, has two main campuses – one at Agalakote, Tumkur housing Medical and Dental colleges and another at maralur, Tumkur housing sri Siddhartha Institute of Technology.
- Educational programmes are offered in Medicine, Dentistry, Nursing, Technical courses, both at graduate and post graduate levels. Sri Siddhartha School & College of Nursing is affiliated to Rajive Gandhi University of Health Sciences, Bangalore.

UNDERGRADUATE & POST GRADUATE TRAINING PROGRAMME

UNDERGRADUATE TRAINING PROGRAMME

MBBS

POST GRADUATE TRAINING PROGRAMME

MD

Anatomy
Physiology
Biochemistry
Pathology

COMPLAINTS AND GRIEVANCES:

- There will be occasions when our services will not be upto your expectations.
- Please do not hesitate to register your complaint. It will only help us serve you better.
- There is a redressal forum that function in association with the Quality & Standards Dept to attend to all grievances.
- The complaints can be informed 9606905861.
- Every grievance will be duly acknowledged.

GENERAL INSTRUCTIONS

Smoking

- SSIMS&RC is a “No smoking zone”. Patients and their attendants are strictly prohibited from smoking in the hospital premises.

Silence:

- Silence is essential in a hospital. Even minor noises can disturb people who are not feeling well. Visitors are requested to speak softly and avoid unnecessary noise. Attendants are advised to keep down the volume on their mobile phones. Patient’s relatives are advised not to crowd the area outside the patient rooms. Hospital staff is under instruction to take necessary steps to prevent noise and crowding.

Parking:

- Please ensure that vehicles are not parked in” No parking area” and they do not hinder emergency cases from immediate and quick access to the emergency department.

RESPONSIBILITIES OF THE USER:

- 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 help us in keeping the hospital and its surroundings neat and clean.
- Please use the facilities of this hospital with care.
- Beware of Touts.
- Please refrain from demanding undue favours from the Staff and officials
- Please provide useful feedback and constructive suggestions