

CITIZEN CHARTER

ASSOCIATED HOSPITAL GOVT. MEDICAL COLLEGE KATHUA

This Charter seeks to provide a framework, which will enable our users (Patients/Attendants) to know what services are available in hospital, the quality of services they are entitled to and the means through which complaints regarding denial or poor quality of services could be redressed.

MISSION STATEMENT:

The mission of the hospital is to provide quality health care to the District Kathua and adjoining areas with a motto of Patient first.

OUR VISION:

- We aspire to evolve as an industry benchmark, and to be first choice in healthcare for our community.
- GMC Kathua strives to be a leader in providing excellent clinical quality and patient-centered care.
- Our vision is to set the new standards for health, healing and comfort as well as to be the best place to receive care, to practice medicine, and to work.

STANDARD OF SERVICES:

Associated Hospital of GMC Kathua provides quality medical care to the patients.

GENERAL INFORMATION

1. It is a tertiary care centre.
2. 500 beds sanctioned, 300 existing
3. Doctors, Nurses and Paramedical Staff.
4. Ambulance Services (24×7) Including 102 & 108
5. Emergency Services (24×7)
6. Sign boards.
7. Enquiry Counters.

YOUR RIGHTS IN THE HOSPITAL:

1. Right to access to all services provided in the hospital.
2. Right to information.
3. Right to make decision.
4. Right to privacy and confidentiality.
5. Right for grievance redressal.
6. Right for Emergency care.

Service Available

Outdoor services

- Audiometry
- Chest OPD
- Dental OPD
- Dialysis
- ENT OPD
- Eye OPD
- Gyne OPD
- Medicine OPD
- Oncology OPD
- Ortho OPD
- Pathology
- Pediatrics OPD
- Psychiatric OPD
- Radiology
- Skin OPD
- Surgery OPD

Indoor Services

- Dedicated Operation Theatres
- Minor OT for Day care Surgeries
- Labor Room(24x7)
- SNCU (upcoming NICU, PICU, NRC)

Allied Services

- DEIC UNIT (District early intervention centre under RBSK)
- AFHC (Adolescent friendly Health Clinic)
- ICTC (Integrated Counseling and testing centre) for HIV Counseling & testing.

Diagnostic Modalities

- X-ray
- CT Scan
- USG and Color Doppler
- Laboratory Services.
- Blood bank services

Non Clinical Services

- Dispensary
- Jan Aushadhi kendra
- Amrit Store
- Central Store
- Canteen
- Electric and Plumbing Section
- Laundry Services
- Security Services

GENERAL FACILITIES:

Wheel chairs and stretchers in casualty and OPD.

Electrical backup is available round the clock(24×7)

Waiting Chairs are adequate both in OPD and Indoor Complex.

Financial Assistance to the Pregnant females who deliver their babies in the hospital under JSY as per Government Norms.

Free Medicines, Investigations. Diet, Transport etc. are being provided to the Patients under JSSK.

Sulabh Shochalaya in the compound of the hospital, along with adequate toilet facilities inside Hospital Premises.

CCTV Cameras for round the Clock Security and surveillance with intercom for effective communication in the Hospital Premises.

COMPLAINTS AND GRIEVANCES:

1. In such cases, Please do not hesitate to register your complaints.
2. Every Grievance will be duly acknowledged.
3. Suggestions/Complaint Boxes are also provided at various locations in the hospital.
4. Grievance Redressal Committee and Gender Harassment Redressal Committee is formed in the hospital to settle the complaints.
5. Loss or theft of any belonging of Patients/ Attendants to be reported to police post AH, GMC Kathua.

MAY I HELP YOU:

To assist patients and attendants in the hospital, MAY I HELP YOU DESK, is established in the Hospital at OPD Registration Block.

DIALYSIS SERVICES(PMNDP) – FUNCTIONAL 6 CHAIRS, SERVICE FREE FOR BPL AND AYUSHMAN BENEFICIARY

PMJAY & SEHAT SERVICES: 1. Patients are provided free medicines & treatment under PMJAY & SEHAT Scheme.

2. Well Managed KIOSK is Just near Registration counter.

OXYGEN GENERATION PLANT FULFILLS THE OXYGEN REQUIREMENT OF HOSPITAL.

RESPONSIBILITIES OF THE PATIENTS.

1. It is your hospital, keep it clean, dustbins are provided at required places.
2. Smoking / Tobacco, unauthorized drugs and weapons are strictly prohibited in the hospital premises.
3. Please don't cause inconvenience to other Patients.
4. Only one Attendant Allowed with a patient Less visitors means Less infection.
5. We request you to kindly complete the patient feedback form before you leave the hospital & help us to improve the services.