

MALLA REDDY INSTITUTE OF MEDICAL SCIENCES

Add – Survey No. 138, Suraram 'X' Roads, Quthbullapur, Hyderabad.

CITIZEN'S CHARTER

PATIENT'S CHARTER

Patient Rights

- Right to access to health care
- Right to be treated with respect and dignity
- Right to be informed regarding the diagnosis, treatment and prognosis
- Right to consent before starting the proposed treatment / procedure
- Right to choice of care
- Right to privacy and confidentiality
- Right to care of acceptable quality standards
- Right to safe and security
- Right to information on expected costs of treatment
- Right to healthy environment
- Right to education about the health care needs
- Right to voice a complaint

Patient Responsibilities

- Give your health care providers as much information as you can about your patient past illness any allergies and any other relevant details.
- To follow the prescribed treatment plan recommended by those responsible for
- Provide complete and accurate information including full names, address and other information.
- Read all medical forms including consents thoroughly prior signing.
- Paying your bills promptly as per the hospital policy and keeping in touch billing department to know the future expenses of the treatment.
- Follow the rules and regulations of Malla Reddy Hospital.
- Treat hospital staff, other patients and visitor's with courtesy and respect
- Safety of your valuables is at your own risk.

Patient's Treatment

- All the patients admitted in the hospital are treated as per hospital policy.
- Diet is provided for In-patient's is fare of cost.
- Outside Food and Medicines not allowed in the hospital.
- Admitted patient's should contact the staff nurse / floor coordinator for any medical assistance they need.

In case of any grievance Please contact Ph No: **9676017777**

MALLA REDDY INSTITUTE OF MEDICAL SCIENCES continues to provide dedicated patient care and endeavours to improve its services on a constant ongoing basis. We strive to provide:

- Total dedication to understanding and fulfilling patient's need;
- Total devotion to providing efficient and reliable patient care services;
- Efficient prompt and courteous service with dedication to integrity and fairness;
- Motivating the patient for helping themselves as well as the Institute to serve them better;
- Total commitment to providing challenging and rewarding career for every employee;
- Transparency of functioning;
- Periodic & regular monitoring of functioning

HEALTHCARE WITH A HEART:

Our founder, Sri Ch. Malla Reddy Sir, Chairman Chandramma Educational Society envisioned creating a not-for-profit top hospital in Hyderabad, India where the poor could have access to advanced medical care in an atmosphere of love and compassion.

ABOUT MRIMS (MRH)

MALLA REDDY Institute of Medical Science (MRIMS) brings together a dedicated team of physicians, nurses, and other healthcare professionals to provide the highest standards of medical treatment. Our extensive infrastructure comprises of 11 modern operating theatres, 450 beds, including 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 provide outstanding affordable medical care in a patient friendly environment and in a spirit of compassion, regardless of race, caste, religion etc. MRIMS is a non – profit organization dedicated to establishing a center of excellence in health care and improving the well-being of the community through quality programmes of preventive medicine, medical education and research

LOCATION

MALLA REDDY INSTITUTE OF MEDICAL SCIENCES teaching hospital –

MALLA REDDY HOSPITAL

Survey No. 138, Suraram 'X' Roads, Quthbullapur, Hyderabad.

Phone: 096760 17777, 096760 27777.

Fax: 040 - 23190238

Email: mallareddyhospital@gmail.com.

CONTACT US

MALLA REDDY INSTITUTE OF MEDICAL SCIENCES

Survey No. 138, Suraram 'X' Roads, Quthbullapur, Hyderabad

Phone: 040 - 64583333

Fax: 040 - 23190238

Email: mrims.2012@gmail.com

Visit us at: www.mrims.org

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 (Undergraduate)
- 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.

GENERAL INFORMATION:

The institution has :

Doctors : 350

Nurses : 200

Beds : 450

STAFF UNIFORM

Doctors wear white aprons and nurses are in uniform. All staff wears a badge or an identification card of MRIMS.

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 – 09676017777
- Public Relation officer helps the patient at the OPD entrance.
- Hospital enquiry hotline works round the clock. Its phone no: is 9676027777.

CASUALTY AND EMERGENCY SERVICES:

- The casualty functions round the clock all days.
- 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 20 beds in the emergency room including 5 Obstetrics & Gynaecology 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 2 fully equipped and 2 non-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 MRH or to MRH.
- This facility is available 24 hours a day, on all days.

APPOINTMENT HELP DESK

- Appointments for concerned departments are centralized.
- While taking an appointment please quote your Name, concerned department, age, Phone no and MRD, if available and the preference of physician to be seen
- Working Hours – 7.00 am- 7.00 pm (regular days.)
- 8.00 am – 5.00 pm (Holidays)
- Appointments can be taken through phone or by email
- Phone no- 09676017777

OUTPATIENT DEPARTMENTS:

- Timings: 9 AM to 4 PM and Casualty services round the clock
- Every outpatient seeking treatment at the hospital is registered prior to the consultation.

- A case sheet is generated electronically for recording history, symptoms, diagnosis and treatment being provided.
- For every new patient a Unique MRD number will be generated.
- If you have been registered previously, kindly quote your Medical Record Number, while taking an appointment.
- In case, you are a non-appointment / walk-in patient, you are requested to wait to see the doctor.
- Appointment patients will be given a preference. Only emergency walk-in can be seen out of turn
- Payments for all specialties can be made at the OP Billing Counter.
- Special clinics like Cardiology, Neurology & Nephrology has evening clinics and functions on Sundays also.

SPECIAL DEPARTMENTS

- General Medicine
- TB & Respiratory Diseases
- Dermatology, Venerology & Leprosy
- Psychiatry
- General Surgery
- Obstetrics & Gynaecology
- Paediatrics
- Orthopaedics
- Ophthalmology
- ENT
- Dentistry
- Anaesthesiology
- Radiology

LABORATORY SERVICES

- Pathology
Histopathology
Cytopathology
- Haematology
- Microbiology
Bacteriology including Anaerobic
Serology
Virology
Parasitology
Mycology
Tuberculosis
Immunology
- Biochemistry

ROUTINE INVESTIGATIONS:

- All working days
- Sundays and holidays closed.

COLLECTION OF SPECIMENS

- All Days 08.00 A.M. to 05:30 P.M.
- Sundays and other Holidays closed.
- Reliability 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.
- Reports can be picked up from the dispatch centre

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.

EQUIPMENT AND FACILITIES:

This hospital has the following services available:

- Aarogyasri for all departments
- Large sized Operation Theatres with C-Arm, Laparoscopy set and Phacoemulsification for Cataract.
- Critical Care Units (MICU, SICU, PICU, NICU)
- All kinds of X-Ray machines
- CT Scan
- 2D ECHO
- TIFFA Scanning
- ECG, EEG
- A-Scan, Perimetry, Automated refraction, YAG Laser.
- Audiometry & Speech Therapy
- Dental Services
- ICTC & RNTCP Clinic (DOTs Centre).
- OPD services & ward services free of cost.
- Normal delivery & LSCS – Packages.
- All kind of Surgery packages including Laparoscopic, Knee replacement surgeries & Spine Surgeries.
- Charges for various tests are available at the Reception. For poor patients, the Medical Superintendant along with the in charge of Patient Service Department can waive off the charges.

- If any major/essential equipment is out of order, information regarding the same is conveyed to all departments through inter office notification on Internet.
- Indications of alternate arrangements are given wherever possible.
- The likely date of re commissioning of the equipment will also be displayed.

DURING YOUR STAY

- We hope this information helps you to prepare for your stay as an inpatient at MALLA REDDY HOSPITAL.
- A skilled team of personnel some of the working behind the scenes will hopefully make your stay comfortable and pleasant

CATEGORY OF ACCOMMODATION.

GENERAL WARDS –

- Male General Medicine Ward
- Female General Medicine Ward
- Male TB & Respiratory Disease Ward
- Female TB & Respiratory Disease Ward
- Male Dermatology Ward
- Female Dermatology Ward
- Male Psychiatry Ward
- Female Psychiatry Ward
- Male General Surgical Ward
- Female General Surgical Ward
- Obstetric Ward
- Gynaecology Ward
- Male Orthopaedic Ward
- Female Orthopaedic Ward

- Paediatric Ward
- Male Ophthalmology Ward
- Female Ophthalmology Ward
- Male ENT Ward
- Female ENT Ward

Semi Private Rooms:

Room with two beds separated by a screen and has a common washroom. The room is also provided with television, telephone, and a couch.

PAYMENTS

- An advance payment has to be done at the time of admission, which will not be refunded if patient does not come for admission. Final settlement of accounts will be requested when patient is to be discharged.
- Payments can be made at the billing department round the clock. The hospital accepts payments in Cash and through credit cards and demand drafts. Please note that the hospital does not accept cheques at the time of discharge.
- Daily or alternate day bills are generated and send to the patient/bystander

AAROgyashree AND CASHLESS TRANSACTIONS

We entertain Aarogyashree and cashless transactions. A desk is placed at counter near the reception our computerized billing system will consolidate all charges for medicines/consumables/services availed by you during hospitalization.

SURGERY PACKAGES:

- OPD Services & Ward Services free of cost.
- Normal Deliveries & LSCS – packages

- All kind of Surgery packages including Laparoscopic, Knee replacement Surgeries & Spine Surgeries.

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 24x7.

HOUSEKEEPING & LINEN:

- Hospital provides linen to wear for all admitted patients. In case of any difficulty you may contact the sister in charge of the floor.

FOOD SERVICES

- **Diet**

The hospital dietary department provides all meals for the patient. The Dietitian plans the diet based on the therapeutic needs. Our kitchen is well equipped to serve good balanced vegetarian meals. Dietician takes rounds of all patients and in consultation with treating physician and advice the therapeutic and non-therapeutic diet. Bystander's food can be ordered at the canteen

- **Cafeteria**

The cafeteria is open to visitors daily from 9:00 a.m. to 6:30 p.m.

- **Canteen.**

MRH provides with canteen for visitors as well as for Staff. A Juice stall is located near the canteen of the hospital.

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. By stander pass is issued from IP admission counter at the time of patient admission. Bystander can utilize this pass 4 times in a day

Visiting hours:

Visiting hours for the hospital are: 3.00 pm–5.00 pm. Please ensure that visitors adhere to the visiting hours only and that they are restricted to the absolute minimum.

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.
- TV and telephone facilities are available for in-patients and also in all out patients waiting area

BANK & ATM

The Bank of India has a fully-fledged branch in the hospital premises for the convenience of the patients, staff and for the community as a whole. ATM Counter of Bank of India is located near the main gate.

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 & Medical Certificate of cause of death to the Greater Hyderabad Municipal Corporation. The family has to collect the final Death Certificate from the Greater Hyderabad Municipal Corporation.
- **Embalming Services**

Those bystanders who want to get embalming done, the facility is provided at MRIMS. Except for MLC cases. This facility is also available for international patients. Embalming & Hermetic sealing Certificate provided by the Hospital Authorities.
- **Mortuary Services**

Mortuary provides a refrigerated storage of deceased patients.
- **Birth certificate**

Parents of the newborn will be issued birth certificates from the hospital as soon as they fill up the Birth report form for registration. This is made possible through the networking of the hospitals with the corporations. The beneficiaries will have to pay a service charge of Rs.15 for the certificate

PATIENT SERVICES DEPARTMENT

Free/ Subsidies treatment facility is provided for patients according to their financial status.

COMPREHENSIVE HEALTH CHECK UP

PACKAGES:

- Essential Health Check
- Master Health Check
- Executive Health Check

EMPLOYEE HEALTH CHECKUP

An employee health check up is carried out with all staff dealing with direct patient care.

PHARMACY

The clinical pharmacy department of MALLA REDDY Institute of Medical Sciences and Research Center is providing 24 hrs services to the patients.

COMPLAINTS AND GRIEVANCES:

- There will be occasions when our services will not be up to your expectations.
- Please do not hesitate to register your complaint. It will only help us serve you better.
- Every grievance will be duly acknowledged.

GENERAL INSTRUCTIONS

Smoking

MRH 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 television sets. 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