

CITIZEN'S CHARTER

SRI LALITHAMBIGAI MEDICAL COLLEGE AND HOSPITAL

Adayalampattu, Chennai – 600 095

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Sri Lalithambigai Medical College and Hospital has 330 beds with facilities of different specialities.

Mission Statement : To develop into an institute of medical excellence, imparting quality medical education to students and quality medical care to patients. To create doctors with knowledge, values and principles and to help them attain their highest functional ability. To spread health and to make the nation a healthier and happier place to live in.

Standard of services: Sri Lalithambigai Medical College and Hospital provides medical care facilities to the community.

General Information :

Location : Sri Lalithambigai Medical College and Hospital is located on Adayalampattu, Maduravoyal Service Road, Chennai – 600 095, It is easily accessible by public transport.

Enquiry

Telephone numbers of central enquiry 044 -29577777

Information about College and Hospital

Reception is located at the entrance of the hospital.

Different sign boards, directional signs are fitted at the strategic points for guidance of the public.

The list of faculty members of the college and hospital along with their telephone numbers are available on the website of the institution: www.acsmch.ac.in

The duty rosters for the faculty members & resident doctors are displayed on the notice boards of the respective departments.

Doctors wear white aprons and nurses are in uniform. All faculty members wear identity cards.

Enquiry & Reception counter functions round the clock in the emergency of Sri Lalithambigai Medical College and Hospital. Whereas in other extension centres this counter works only during working hours between 9 a.m. to 4 p.m.

The staff members from Medical Record Section provide patient related information and also prepare the medical record (OPD cards/Admission case sheets) and statistics related to the hospital products (Services).

Emergency/ casualty services

Location: Ground Floor, right from entrance of Hospital.

Officers in Charge of Casualty:

(4 CMO with 3 shift as 8 am to 2 pm, 2 pm to 8 pm & 8 pm to 8 am)

Accident, Trauma, Medical and Surgical Emergency cases will be attended round the clock on all days.

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

Depending on the nature of the medical condition 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 a team of doctors from Medicine, Surgery, Orthopaedics, Paediatrics, Obstetrics and Gynaecology, resident doctors, nursing staff, paramedics and orderlies to provide urgent medical services.

All endeavours 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 who is available on call for urgent consultation as and when required.

Casualty has a fully equipped Emergency Room 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 is also available in the hospital campus on payment basis.

In serious cases, treatment gets priority over paper works like registration and medico legal requirement. The decision rests with the treating doctor.

Emergency Room is maintained on a regular basis to ensure that it is usable at all times.

Pay and use telephone is available at the entrance of the Casualty for patients and their attendants.

Outpatient Departments

OPD Registration Timings : 08:30 A.M. to 03:30 P.M

OPD registration card can be obtained free at the OPD Registration counter located at the entrance of Sri Lalithambigai Medical College and Hospital for consultation in general/speciality OPDs.

- Referred cases from outreach centres and other hospitals should also get registered for consultation in the OPDs.
- 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.

Details of the OPD

Medicine

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Unit – I	Unit – II	Unit – III	On Rotation			

Surgery

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Unit – I	Unit – II	Unit – III	On Rotation			

Gynecology and Obstetrics

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Unit – I	Unit – II	On Rotation				

Orthopaedics

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Unit – I	On Rotation					

Paediatrics

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Unit – I	On Rotation					

Others Special Clinics

- ❖ Diabetic Clinic
- ❖ Spine clinic
- ❖ Immunisation clinic
- ❖ Allergy and asthma clinic
- ❖ Vertigo and head ache clinic
- ❖ Knee clinic
- ❖ DOTS clinic
- ❖ De addiction clinic
- ❖ Suicide prevention clinic

Details of other Diagnostic & Support Services

Pathology, Biochemistry, Microbiology, Transfusion Medicine, Hospital stores, CSSD, Laundry, Dietary Services, Medical Record Department, Engineering section, AC Plant, etc., Maintenance cell are available.

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

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 speciality. 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, Sri Lalithambigai Medical College and Hospital who will send it to the concerned department for issuing the certificate. However, Medical Fitness, discharge summary 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.

Inpatient Treatment

Special wards like ICU, MICU, PICU/NICU, Surgical Intensive Care Unit are provided with modern gadgets and devices like ventilators, monitors, defibrillators, nebulisers, incubators etc. to provide better quality medical care.

All patients admitted in General Wards of the Hospital are treated free of cost. Free diet is provided to all patients in the General Wards. Staff nurses are on duty round the clock in the wards. Admitted patients should contact the staff nurse for any medical assistance they need.

VISITING HOURS

MORNING

6 AM to 7:00 AM

NOON

1:30 PM to 2:30 PM

EVENING

5 PM to 8 PM

One attendant shall accompany every admitted patient.

Visitors are allowed only during notified visiting hours with visitor pass.

Laboratory

About 600 tests (pathology/Biochemistry/Microbiology) are conducted in the labs.

The various samples are collected in Central Collection lab round the clock for testing and the reports are also issued

The quality control of the various laboratory tests is also ensured and various automatic and semiautomatic analyzers are used in the laboratories.

Reports are made available within the shortest possible time.

Emergency lab services are available round the clock on all days.

Blood Bank

The hospital has a licensed, modern state of the art Blood Bank that functions 24 hours a day and provide facilities for blood donation, storage, issue of blood. 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

Equipment and facilities Available

The hospital has the support of Civil (R&B), its own Electrical & Mechanical Engineering wings for ensuring proper maintenance and working of its various equipment.

Operation theatres – The hospital has fully equipped modern 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). Periodical servicing and maintenance of instruments and equipments are made by the Biomedical engineering department for hazard free operations on emergencies.

Miscellaneous services

The Hospital has fully mechanized kitchen from where diet for patients is prepared. It has fully mechanized laundry with modern equipment and gadgets.

The Central Sterile Supply Department for providing sterile supplies to various sections and operation theatres of the hospital is also available.

The full-fledged engineering wing is also available for running the various hospital services round the clock. The DG sets, AC plant, Incinerator, Fire Hydrant System on all the floors, Sewage Treatment Plant, Boilers, Manifold services, lifts, etc. are some of the important services under their control.

An electric sub-station for uninterrupted power supply is available. The hospital is connected to stand by generators in case of electricity break down. Adequate water and

toilet facilities are available. Separate canteen facilities for staff and the attendants of the patients are available. Adequate number of Wheel Chairs and stretchers are available on request at the main reception of the hospital for the facility of patients who are not in position to walk.

Lifts are available for access to higher floors

Ambulances are available for use, round the clock.

Canteen for visitors and out patients is open round the clock.

Pharmacy is located in the Hospital OP premises which is open 24 hrs on all days.

The facilities for public telephone booths are also provided

Grievance Redressal /complaints

Responsibility of users

The success of this citizen charter depends upon the support, we will receive from our users.

The OPDs, indoors and the emergencies of the hospital attend and admit any number of people.

It is not possible to cater the individual needs of all the patients, so some of the patients always go unsatisfied. Please do not hesitate in conveying us the shortcomings of the hospital.

Help us to keep the hospital and its surroundings neat and clean by using different coloured bins placed at various points in the hospital.

The hospital is a no smoking zone, please do not smoke or chew pan or tobacco in the hospital and avoid spitting on the walls of the hospital. This hospital belongs to you.

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 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 unauthorised persons.

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

Please provide feedback of the services by putting your constructive suggestions in the

suggestion/complaint boxes or directly approaching the Medical Superintendent of the hospital.

Grievance Redressal / complaints

There will be occasions when you will not be satisfied by our services and please do not hesitate to register your complaint. It will help us to come to your expectation and serve you better.

The letters are processed, the complaints are attended and feedback is given to the persons who have given their addresses. Grievances Redressal Committees are constituted by Dean Sri Lalithambigai Medical College and Hospital with Medical Superintendent as chairman and representatives of various clinical specialities/ Matron etc. as members.

The members maintain a log book and attend to referred complaints within period of one week with specific recommendations/suggestion and action report in particular case.

Committee Members of Grievance Redressal / Complaints:

Sl. No.	Name	Functional Designation
1.	Dr. Sithy Athiya Munavarah	Chairperson
2.	Dr. K. Loganathan	Secretary
3.	Dr. P.Arun Kumaran	Member
4.	Dr.R.M. Mubarak	Member
5.	Dr.Neeraja.S.Kartha	Member
6.	Dr. P. Subashini	Member
7.	Mrs. L. Kavitha	Member from NGO