

Citizen's Charter

The citizen charter of K A H E R ' s Jagadguru Gangadhar Mahaswamigalu Moorusavirmath Medical College and Hospital Hubballi provides a framework to enables the users of services to know:

1. The services delivered by the hospital.
2. The quality of services which the patients are entitled to receive.
3. The right of denial of poor quality of services and the proper mechanism to complaint in case of such services.
4. All the patients attending the hospital are ensured to receive the empathetic services and prompt attention.

GENERAL INFORMATION

Principal: 9448355838

All the doctors working in JGMMC wear white long apron with their name and emblem of the institution. All the nurses were respective uniform dresses in different areas of the hospital along with identity card. All other staff members are in possession of identity cards.

Enquiries: Enquiry counter is in existence at the main reception counter.

CASUALTY AND EMERGENCY SERVICES:

Timing: 24 X 7 around the clock

Casualty medical officers and residents available 24 hours on all days

OUT PATIENT DEPARTMENT

Clinics

1. General OPD (Medicine, Psychiatry, Pulmonary Medicine, Dermatology, Surgery, Gynecology, Pediatrics, Eye, ENT, Orthopedics, and Dental) : 9 AM to 1 PM and 2 PM to 5 PM.
2. Registration Counter functions round the clock

Diagnostics

Laboratory: Sample collection round the clock (24 x 7)

Radiology: Round the clock (24 x 7).

Blood Bank:

Blood Bank facilities available in the Hospital round the Clock (24 x 7)

INDOOR TREATMENT

All patients admitted in their respective wards of the hospital are treated as per the hospital's inpatient policy.

Visitors are allowed only at notified visiting hours : 12.00 noon to 02.00 PM & 06.00 pm – 08.00 PM

Staff nurses are on duty round the clock in all the wards.

Admitted patients should contact the staff nurse / Floor manager for any medical assistance if they need

MISCELLANEOUS FACILITIES:

1. Wheel chairs and stretchers for non-ambulatory patients.
2. Ambulance services, round the clock.
3. There are three standby generators in high dependency units and Online UPS to cater to emergency services in case of breakdown of electricity.
4. Adequate mineral drinking water and toilet facilities are available.
5. Cafeteria – 24 X 7
6. Pharmacy services available

PATIENT RIGHTS CONSENT

- Willingness of party to undergo examination / procedure / treatment by a health care provider. It may be implied (e.g. patient registering in OPD), expressed which may be written or verbal. Informed consent is a type of consent in which the health care provider has a duty to inform his / her patient about the procedure, its potential risk and benefits, alternative procedure with their risk and benefits so as to enable the patient to take an informed decision of his / her health care.

RESPONSIBILITY

- All staff of JGMMC is responsible for implementing this policy and procedure.
- Top Management is responsible in protecting Patient and Family Rights and take appropriate action in case of violation of the same.

POLICY

The following are the Patient and Patient's family rights identified by JGMMC and Suchirayu Hospital.

- To receive considerate, respectful and compassionate care in a safe setting regardless of your age, gender, race, national origin, religion or disabilities.
- To receive care with dignity, privacy, during examination, procedures and treatment.
- To know treatment options and to participate in patient care process and in decisions about patient care.
- To know about the results of diagnostic tests and the diagnosis and to have information on plan of care, progress and information on healthcare needs.
- To accept or refuse treatment including examinations, tests and diagnostic procedures after obtaining enough information to make an informed choice about whether to accept or refuse treatment.
- To have confidentiality of information, with exception of privileged communication issues.

- To be addressed of any special preference, vis – a – vis spiritual and cultural needs, personal values and beliefs.
- To be informed of any invasive / high risk procedures / treatment /anesthesia / blood and blood product transfusion or any proposed research or experimental treatment that may be considered in patient care, and to have a choice to consent or to refuse to participate.
- To have information on expected cost of treatment and have right to seek for explanation of bill.
- To be informed about patient rights in a manner / language, patient can understand.
- To be protected from physical abuse or neglect.
- To have information on how to voice a complaint.
- To have information on expected cost of the treatment.
- To have an access to his / her clinical records

The following are the Patient and family member's responsibilities identified by JGMMC and Suchirayu Hospital.

Provide complete and accurate information about his / her health, including present condition, past illness, hospitalization, medication and any other matters that pertain to his / her health.

- Provide complete and accurate information including full name, alias, address and other information.
- To ask questions when he / she does not understand what the doctor or other member of the health care team tells about diagnosis or treatment. He / she should also inform the doctor if he / she anticipate problems in following prescribed treatment or considering alternative therapies.
- Abide by all hospital rules and regulations.
 - a. Comply with the NO SMOKING policy.
 - b. Comply with the visitor policies to ensure the rights and comfort to all patients. Be considerate of noise levels, privacy, and safety. Weapons are prohibited on premises.
 - c. Treat hospital staff, other patients, and visitors with courtesy and respect.

- To communicate with the health care provider if his / her condition worsens or does not follow the expected course.
- To pay for services billed for in a timely manner as per the hospital policies.
- To respect the fact that other patient's medical condition may be more urgent than yours and accept that your doctor need to attend them first.
- To respect that patients requiring emergency care take priority for your doctor.
- To follow the prescribed treatment plan and carefully comply with the instructions given.
- To accept, where applicable, adaptations to the environment to ensure a safe and secure stay in hospital.
- To accept the measures taken by the hospital to ensure personal privacy and confidentiality of medical records.
- To attend follow up appointment as requested.
- Not to take any medications without the knowledge of doctor and health care professionals.
- To provide correct and truthful history.
- To understand the charter of rights and seek clarification if any.

PROCEDURE

Informing Patient and Family Rights and Responsibilities

- Patient and family members are informed about their rights and responsibilities in the language they understand (Kannada/English/Hindi).
- Patient and family rights and responsibilities are displayed in bilingual language in the reception.

Informed Consent

The consent is taken from the patient in all cases when the patient is capable of giving consent and above the legal age for giving consent.

- General consent for treatment is obtained from Patient or Patient's family members at the time of Admission in IP Record.
- Admission staff explains the scope of general consent to patient and patient's family members.
- Informed consent shall be taken by the person performing the procedure and not by the nurse. A team member can take consent on behalf of the person performing the procedure.

Incapable of decision making for consent

- In case the Patient is incapable of independent decision making the consent to be obtained as per statutory norms, i.e., next of KIN or legal guardian.
- The order of preference is spouse, son, daughter / brother / sister / parents.
- In case of unconscious or unaccompanied Patients the Treating Doctor can take a decision in life saving circumstances.

Information on Expected cost

- Patients are charged based on standardized Tariff.

- Hospital ensures that Tariff rates are uniform and transparent.
- Patient and Patient's family members are explained / Informed about charges for the services / Treatment / Procedures and financial implications at the time of Admission as well as any changes in Patient condition or Treatment setting (ward to ICU) (by Billing Staff, Nurse, Doctor, Admission staff, as appropriate).

Complaint redressal procedure:

Written complaints

Written complaints are received through Feedback forms. If the patient and / or family members lodge their complaints in any other written form, the written document shall be forwarded to the Public Relation Officer.

Verbal Complaints

If the patient and / or family members wish to address their complaints verbally, either they shall be guided to meet Public Relation Officer or the Public Relation Officer shall be intimated to meet the patient and / or family members. The details of the complaints shall be recorded in the Complaints register.

Analysis & Corrective / Preventive Action

- The feedback forms shall be analysed at the end of every month and the report shall be submitted to Medical Superintendent for action.

