

# Citizen's Charter



**B.V.V.Sangha's**

**S. Nijalingappa Medical College and HSK Hospital and Research Centre, Bagalkot- 587102**



# CITIZEN'S CHARTER

**S. Nijalingappa Medical College and HSK Hospital and Research Centre, Bagalkot- 587102**



**S. Nijalingappa Medical College and HSK Hospital and Research Centre, Bagalkot** continues to provide dedicated patient care and steps forward to improve its services on a constant ongoing basis. We strive to provide:

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

# Citizen's Charter



## HEALTHCARE WITH LOVE AND COMPASSION

### The first step to success is Daring to Begin.....

Shri B.V.V Sangha was established by H.H Shri Gurubasava Maha Swamili of Bilur on 18.10.1906. The Sangha has initiated its educational activities by starting a Sanskrit Pathashala in 1907. The sangha has a vision and leaves no stone unturned to make S. Nijalingappa Medical College and HSK Hospital as one of the best institutions of international quality in medical education and also in providing medical care



Our Chairman, **Sri Veeranna C Charantimath** MLA envisioned creating an advanced medical care in an atmosphere of love and compassion in this socio-economical backward area of North Karnataka.

## ABOUT SNMC

S. Nijalingappa Medical College and HSK Hospital and Research Centre, started in 2002 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 18 modern operating theatres, 1140 teaching beds, and 215 comprehensively equipped intensive care beds including special beds.



## OBJECTIVE

There is a constituted Governing Council headed by Shri. Siddanna Shetter as Chairman, Dean/Principal Dr. Ashok S. Mallapur as co-ordinators and other members of Governing council.

The governing council meets often and all important decisions pertaining to Academics, Purchase of equipment, Shortcomings in the hospital, Student and Staff welfare which are discussed in depth and the amendments brought out are implemented.

The college council meets once in two months, where in all the heads of the department are members, headed by Dean/Principal.

The college council takes note of the Academics time table and Assessment exams, Postgraduate training and also discusses about the shortcomings in the department as per the amendments of MCI and RGUHS and Functioning of hospital as well.

It passes on the recommendations to the Governing council pertaining to the requirement of equipment, Changes in the functioning of the hospital and Implementation of newer aspects with reference to services, Laboratory investigations, Newer technologies to be incorporated.

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:



# Citizen's Charter



- 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

Focus to stimulate the extension of frontiers of education, knowledge research and extend the life line of every patient through diagnosis, treatment and education programmes.

The institute's mission is to provide outstanding and affordable medical care in a patient friendly environment and in a spirit of compassion to all, regardless of race, caste, religion etc. With aim of 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

SNMC & HSK Hospital & research centre is located in Navanagar, Bagalkot – 587102, Karnataka, India.

## CONTACT US

S.Nijalingappa Medical College and HSK Hospital & Research Centre,  
Navanagar, Bagalkot-587102, Karnataka, India.

Phone: **08354-235360/235340**

Mobile: **+918884452959, 60, 61**

Fax: **08354-235360**

Email: [snmcmedbgk@yahoo.co.in](mailto:snmcmedbgk@yahoo.co.in)

Visit us at: [www.snmcbgk.in](http://www.snmcbgk.in)

## IMPORTANT TELEPHONE NUMBER

Casualty – **+918884452958**

Blood bank- **+918884452960, Extn- 1021**

## GENERAL INFORMATION:

The institution has:

- Doctors : 442
- Nurses : 611
- Beds : 1140 teaching beds, 215 critical care beds & special beds







## OUTPATIENT DEPARTMENTS:

- Timings: 9 AM till the last patient is seen.
- Every outpatient seeking treatment at the hospital is registered prior to the consultation.



- 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.
- Payments for all specialties can be made at the OP Billing Counter.



## SERVICES AVAILABLE

- Emergency Medicine
- Neonatology
- Neuro- Surgery
- Radiology
- Urology
- Pediatric Surgery
- Pulmonary Medicine
- Physiotherapy
- Anesthesiology
- Dermatology
- ENT
- General surgery
- Gynecology & Obstetrics
- Head & neck Surgery
- Ophthalmology
- Orthopedics
- Pediatrics
- Psychiatry
- Artificial limb Centre
- Cardiology
- Oncology
- Plastic Surgery
- Gastroenterology
- Cardiothoracic Surgery



Separate OBG and Pediatric blocks





## LABORATORY SERVICES

- Biochemistry
- Blood Bank
- Hematology
- Histopathology
- Cytology
- Metabolic Research
- Microbiology
- Serology
- Central clinical laboratory
- Virology lab with RT-PCR
- Genetic Lab
- Skill Lab



**ROUTINE INVESTIGATIONS:** Available on all days

## COLLECTION OF SPECIMENS

- All Days 09.00 A.M. to 05:30 P.M.
- Reliability and promptness of laboratory results is ensured as tests are done by automatic machines which are regularly calibrated
- Reports are made available within the shortest possible time, which will be specified depending on the nature of the investigation

## 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 as per the norms specified by competent authority
- Component separation facility is available





## EQUIPMENT AND FACILITIES:

This hospital has the following services available:

- EEG
- ECG
- CRITICAL CARE UNIT
- PHYSIOTHERAPY AND OCCUPATIONAL THERAPY UNIT
- DIALYSIS UNIT
- 16 SLICE CT
- MRI SCAN – 1.5 Tesla, 16 frame
- X-RAY- 6 static & 6 mobile
- NEONATAL INTENSIVE CARE UNIT
- Digital subtraction angiography
- Mammography
- Extracorporeal shock wave lithotripsy
- Apheresis – Single donor platelets, Random donor platelets



- Round the clock biomedical engineering department works
- Any major/essential equipment is out of order, information regarding the same is conveyed to all departments through inter office notification
- Indications of alternate arrangements are given wherever possible.
- The likely date of recommissioning of the equipment will also be displayed.

## DURING YOUR STAY

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



## CATEGORY OF ACCOMMODATION.

- General Ward. SNMC & HSK general ward features separate male ward, female ward, Pediatric Ward and Psychiatry Ward.
- Special rooms: A/C Single Room: This is an individual air-Conditioned room with attached washroom. The Room provides Television, telephone, sofa set and an attendant couch. Non A/C Single Room and Non- A/c double rooms: This is an individual room with attached washroom, Television, telephone and an attendant couch.



## SCHEMES

- ECHS
- Yeshaswini
- Balasanjeevini
- Vajpayee arogya scheme
- ESI
- CGHS
- ICIC Lombard
- Karnataka government employment reimbursement scheme
- KSRTC
- Thayi bhagya



## 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 which works 24 hours × 7 days × 365 days
- A general pharmacy is located in outpatient department which functions 24\*7.

## 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. Our kitchen is well equipped to serve good balanced vegetarian meals

### Cafeteria

The cafeteria is open to visitors daily for 24 hours

### Canteen.

SNMC provides with canteen for visitors as well as for Staff. A Juice stall, Stationary shop, Hair Cutting saloon are available within the campus.

## BYSTANDER PASS

### Attendant:

Bystander pass facility is available 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.

### Visiting hours:

Visiting hours for the hospital are: 07 to 8 am and 5 pm to 7 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 in each tower
- There is a stand-by generator to cater to emergency services in case of breakdown of electricity.
- 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

## VAN POOL

Transportation services are provided by SNMC & HSK Hospital & RC, Bagalkot through hospital Van pool. Three free pick up and drop van facility from bus stop to SNMC and SNMC to bus stop.

## PRAYER HALL

Temple is located just in front of OPD with all its tranquility and serenity. It's open all the time.



## **BANK & ATM**

The Union Bank and Axis banks have fully-fledged branch in the hospital premises for the convenience of the patients, staff and for the community as a whole. ATM Counter of Union and Axis bank by the side of the bank

## **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 Bagalkot Municipal Corporation. The family has to collect the final Death Certificate from the Bagalkot Municipal Corporation

### **Embalming Services**

Those bystanders who want to get embalming done, the facility is provided at SNMC. Except for MLC cases. This facility is also available for international patients. Embalming Certificate provided by the concerned Authorities.

### **Mortuary Services**

Mortuary provides Refrigerated storage of deceased patients.

### **Birth certificate**

Parents of the newborn will be issued birth registration form from the hospital. Further birth certificate has to be procured from the Municipal Corporation

## **PATIENT SERVICES DEPARTMENT**

Concession will be given to the poor patients.

### **.PACKAGES:**

- Health checkup for school children
- Diabetic club
- Hypertensive club
- Malnutrition management
- Cancer detection package

## **EMPLOYEE HEALTH CHECKUP**

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





## UNDERGRADUATE COURSE: MBBS

## POST GRADUATE COURSES

- Physiology
- Biochemistry
- Pathology
- Forensic Medicine
- Microbiology
- Pharmacology
- Community Medicine
- Ophthalmology
- ENT
- OBG
- General surgery
- General medicine
- Pediatrics
- Skin
- Psychiatry
- Orthopedics
- Anesthesiology

## RESEARCH INSTITUTION

- **Separate Women's and Children's health research unit**
- SNMC has partnered with the Indian Council of Medical Research
- Christina care health services , Delware, USA- Clindamycine drug trial
- In Collaboration with British Colombia University, VC, Canada, CLIP trial
- Collaboration with Manitoba University – research purposes
- MNH registry with Christina care health services , Delware, USA
- ACT trial with NIHCD, USA





## 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.
- The complaints can be informed on at- 918884452959
- Every grievance will be duly acknowledged.

## GENERAL INSTRUCTIONS

### Smoking

SNMC 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.
- Please refrain from demanding undue favours from the Staff and officials
- Please provide useful feedback and constructive suggestions.

