



CITIZEN CHARTER

PKDIMS has introduced Citizen Charter with a view to provide information for patients related to health services and to strengthen the prevailing health care system. This initiative promotes citizens' rights to information and further encourages claiming rights to services. When a patient arrives at any point of service – to our hospital, he/she can see clearly displayed information about topics such as types of emergency care available, service provisions of this particular facility, the nature of outpatient and inpatient care, the availability of drugs, and the number of service providers at any point. Further, the displayed information informs patients about their entitlements to get services and commodities with privacy and confidentiality.

As part of Citizen Charter, facility managers at PKDIMS are showing due care towards women and infants through measures such as supplying safe drinking water, and providing breast feeding corners and clean lavatories and thereby fulfilling patients need and ensure that patients are attended within no time. Patients are also given methods for registering complaints if sanctioned services are not available or any disagreement arises.

Thus, the Citizen Charter in PKDIMS provides positive step for accessing information about quality services and to reduce inequities in health care. Also, it helps to improve relation among patients and PKDIMS and thus contributes to the better utilization of scarce resources in our health system.

PKDIMS Citizen Charter provides information with regard to: -

General Information: - OPD

- The teaching hospital is having 650 beds (excluding ICUs + Casualty).
- This is a non-profit charitable institution.
- Doctors service round the clock.
- OP timing : 9:00am – 4:00pm (Except Sunday)
- Registration is computerized and located in the 2nd Floor
- Five counters are available for registration purpose and patients have to adhere to the queuing system. Emergency cases will be attended with proper care.
- Adequate wheel chairs are available

IPD: Patients who need further treatment and investigations may be admitted as indoor patients. PKDIMS bed distribution is shown as under

- General Medicine : 150
- General Surgery : 150
- Paediatrics : 90
- ENT : 15
- Ophthalmology : 15
- Orthopedics : 90
- Obstetrics & Gynecology : 90
- Psychiatry :15
- Dermatology :15
- TB & Chest : 20

OPERATION THEATRES

- PKDIMS has multiple major and minor operation theatres associated with the casualty and OP departments. There is a theatre complex in the hospital provided with state of art facilities

EMERGENCY SERVICE

- PKDIMS is in possession of multiple ambulances with ICU facilities and ensure prompt transfer of patients. The paramedical

workers on the ambulances are trained in providing Basic Life support and monitoring skills.

- PKDIMS is always in the forefront in providing prompt emergency services round the clock on all days. Based on the clinical assessment of the RMO, patient may be shifted to concerned ward for further treatment.
- Services of stretchers/wheel chairs and attendants are available to assist patients at all times
- Casualty is equipped with all kinds of life saving equipment. All emergency drugs are available in Casualty.
- PKDIMS is always in the forefront in providing prompt emergency services round the clock on all days. Based on the clinical assessment of the RMO, patient may be shifted to concerned ward for further treatment.
- Services of stretchers/wheel chairs and attendants are available to assist patients at all times.

CASUALTY TRAUMA WARD

- Patient with trauma may be admitted in Trauma ward from where they are shifted to the respective departments. The trauma ward is equipped with all lifesaving drugs and equipment and is in close proximity with the Emergency OT

CENTRAL LABORATORY:

- Laboratory services at PKDIMS are available round the clock for routine as well as emergency investigations. The tests are conducted by various departments like Histopathology, Cytopathology, Clinical Pathology, Hematology, Biochemistry, Microbiology, Bacteriology and Serology.
- Central laboratory is located in Level 1 of the hospital in close proximity to the Emergency department. It has collection and testing location separately. The samples are collected at the central laboratory. Routine tests like Hb, TC, DC, ESR, Urine tests and etc. are done at the central laboratory itself. Apart from this Microbiology, Hematology, Bacteriology, Cytology, Serology,

Biochemistry, Immunology and special investigations are also carried out.

- The emergency investigation facility is available round clock

RADIODIAGNOSIS:

- The department is situated in Level 2 of the hospital. Patients should come to the department with a proper requisition slip from the concerned department.
- Not registered patients can also avail these facilities.

The facilities available are:

- MRI Scan
- Whole body Multi detector CT Scan
- 4-D Ultra Sound scan
- Doppler Scan
- Mobile Roentgen graphs
- Mammography
- DICOM system with high frequency X – rays

INSURANCE TIE UPS



दि ओरिएण्टल इन्श्योरेंस कम्पनी लिमिटेड
The Oriental Insurance Company Limited



Kotak Health Care



And there are many upcoming tie ups with other companies. For more details : 0466 23 44 555

PHARMACY

- The hospital has well-functioning 24 hour outpatient and inpatient pharmacy outlets with adequate number of qualified staff. Free medicines are provided to patients who participate in medical camps organized by the hospital at various places.
- Any queries regarding the services provided can be directed towards our customer services (contact given below).
Customer Service: 0466 2344500
- If there any complaints or suggestions about the services provided, please contact the Public Relations Manager of PKDIMS,
Mr. Ramkumar - +91 7907032890, Outreach Clinic – Dr.Jagath Lal - +91 9645106364