

# ZYDUS MEDICAL COLLEGE & HOSPITAL, DAHOD

## CITIZEN'S CHARTER

Zydus Medical College & Hospital is a state-of-the-art healthcare facility and educational institution established to serve the city of Dahod and the larger community of Gujarat, Madhya Pradesh & Rajasthan state.

Zydus Medical College & Hospital is committed to provide quality healthcare to all patients who approach the hospital at free of cost. The hospital caters to various segments of the society including the needy and underprivileged. Standards of healthcare are influenced by patient volume and availability of supplies. The hospital is committed to maintaining a balance of both. The Hospital strives to give prompt and courteous attention to all its users.

### VISION

To establish world class institute of medical education and to train, in a spirit of collegiality with a standard of excellence, outstanding clinicians and innovative and human leaders in medicine and science.

### MISSION AND VALUES

**Excellence** – Zydus Medical Collage and Hospital strives for the highest quality in all that we do. The art and science of health require a commitment to lifelong learning and professionalism.

**Patient Service** – Zydus Medical Collage and Hospital is motivated by a sincere concern for the well-being of all people and we will strive to serve everyone with dignity, respect and compassion.

**Ethics** – Zydus Medical Collage and Hospital is committed to the highest ethical standards through its actions and decision.

**Teamwork** – Zydus Medical Collage and Hospital cultivates an environment of communication, respect, trust and collaboration.

**Commitment** – Zydus Medical Collage and Hospital is motivated by pride and dedication, determined to achieve goals of the organization and willing to give our best efforts at all times.

### LOCATION

Zydus Medical College & Hospital is located in Dahod district of Gujarat state. College & Hospital is in split campus. Zydus Hospital is located at the centre of Dahod City while College is located on Ahmedabad- Indore highway near about 6 kilometers from the Hospital.

## **ENQUIRY AND INFORMATION ABOUT COLLEGE & HOSPITAL**

Central Enquiry and Registration is located at the entrance of the Hospital.

Telephone number of: - Zydus Hospital Medical College & Hospital: - 02673 – 249048, 249049

Enquiry counters and help desk also exist in the OPD and Emergency area of Hospital.

**Website:** [www.zmchdahod.com](http://www.zmchdahod.com)

## **HELPLINE**

Casualty: - 02673 – 249049 (Ext – 608)

## **CASUALTY AND EMERGENCY SERVICES**

**Phone Number of Casualty:** 02673 – 249950 (round the clock).

**Location:** Ground Floor

Casualty and Emergency services available 24 hours daily throughout the year. Anyone with urgent medical problem can have consultation/treatment in the Casualty. Depending on the nature of Casualty/Emergency 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 team of doctors from major specialties of Medicine, Surgery, Orthopedics, Pediatrics, Obstetrics and Gynecology and Junior resident doctors, nursing staff and paramedics to provide urgent medical services.

All endeavors 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/super specialist, who is available on call for urgent consultation as and when required.

In serious cases treatment/management gets priority over paper work like Registration / Medico legal requirements.

Casualty has a fully equipped Emergency Operation Theatre for any urgent surgery. The Casualty is fully equipped with modern gadgets like multipara monitors, ventilators, nebulizers, defibrillators, central oxygen and suction supply, etc.

All urgent investigations like Blood Biochemistry, Urine, ECG, USG, X-Ray are available for casualty patients round the clock.

Facilities for CT Scan is also available in the hospital campus.

All medicine and surgical items are available in the Casualty.

Facilities like wheel chairs and patient trolley are available at the entrance of Casualty. Telephone and public utilities like toilets and waiting area are available near the Casualty department.

## **OUTPATIENT DEPARTMENT (OPD) SERVICES**

Location: Ground floor of the Hospital Building.

Registration time Consultation Time : - 9.00 a.m. to 5.00 p.m.

OPD registration Case paper can be obtained by free of cost at the OPD Registration counter located at the entrance of Hospital for consultation in general/super specialty OPDs.

- Referred cases from tertiary 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.
- During OPD consultation, the consultant will fill up the requisition forms for various investigations and direct/guide the patient to the concerned lab/department.
- Sample collection center for blood, urine, stool etc: Ground Floor of the Hospital. Sample collection timings: 9.00 a.m. to 5.00 p.m.
- Certain particular investigations are done on particular days only. Patient should obtain the investigation report on the date/time given for collection of the same from the concerned lab/department.
- Depending on the work load, for certain investigations patients will be called on future dates by the concerned department. However, these may be done out of turn in urgent situations on recommendation of the treating doctor.
- Many facilities are provided at OPD level such as ECG, Plaster, Injection and immunization, contraception and MTP services, minor surgical intervention, physiotherapy 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 specialty. But in case of emergency, out of turn admission may be done.

Patient trolley/wheel chairs are available at the entrance of the OPD, free of charge.

Patients should park their vehicle in the free parking area at the entrance of the hospital campus. Otherwise it is likely to be towed away.

## **INDOOR SERVICES**

All the inpatients will receive treatment by team of Junior Resident doctors and Nursing staff are available round the clock under the supervision and guidance of Faculty Members.

Hospital attendants are available in different wards to help inpatient care and related activities. Special wards like ICU, SICU, NICU and PICU etc are equipped with modern gadgets and devices like ventilators, monitors, defibrillators, nebulisers, incubators etc. to provide better quality medical care.

Bed linen is changed at the time of admission and thereafter on every alternate day and also whenever required.

**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).

### **Laboratory Services:**

Emergency Lab: 24 hours, throughout the year, for all emergency investigations.

Routine lab (On all working days):

1. OPD Sample collection timings: 9.00 a.m. to 5.00 p.m.

1. All types of routine and special investigations are done in the hospital including biochemical, microbiological, pathology and histopathology.

**Blood Bank:** The hospital has a licensed, modern state of the art Blood Bank with Component facility that functions 24 hours a day and provides facilities for blood donation, storage, issue of blood and its components. Strict precautions are taken and testing is done to prevent any borne infection. Blood is issued on exchange basis and patient requiring blood should arrange healthy blood donor for exchange of blood.

**Hospital Mess:** - Breakfast, Lunch, High Tea and Dinner are provided free of cost to all patients.

**Visitors Time:-** Visitors are allowed only during visiting hours, i.e. from 4.00 p.m. to 6.00 p.m.

## **RESPONSIBILITIES OF USERS**

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. A large number of patients attend the OPD daily number of patients seeking Casualty/Emergency medical care daily are also more.

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 don't argue with security guards, show your passes when asked for and help maintain the order and peace inside the hospital premises.
- 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 unauthorized persons.
- The hospital is a NO SMOKING ZONE. Please do not smoke in the hospital.
- Please refrain from demanding undue favors from hospital staff and officials.
- Please provide useful feedback and constructive suggestions. These may be addressed to the Medical Superintendent of the Hospital