

CITIZEN CHARTER
GENERAL INFORMATION

LOCATION

Siddaganga Medical College & Research Institute , Tumakuru situated on Dr. Sree Sree Shivakumara Swamiji Road, Tumakuru - 572 102, just 2 kms from Central Bus Stand and 2 Kms from Railway Station and 90 kms from Kempegowda International Airport, Bengaluru.

NUMBER OF BEDS, DOCTORS, NURSES ETC.

The hospital has total of 960 beds including casualty beds. There are 334 doctors which include faculty, senior residents and junior residents and tutors also and 600 Nurses.

ENQUIRY AND INFORMATION ABOUT SMCRI

Central Enquiry & Registration and OPD Registration is located in main entrance of Hospital Building on Ground Floor. Emergency is also at the entrance of the hospital. Telephone No.s of Central Enquiry is 0816-2602222.

Principal ; Dr. Shalini M

Ph : 0816-2602200 Fax : 0816-2602266, Email : principal@smcri.edu.in

Website : smcri.edu.in email : info@smcri.edu.in


Medical Superintendent :Dr.B Niranjana Murthy

Ph : 0816-2602200 email : ms@smcri.edu.in

SMCRI Helpline

Casualty- 0816-2602222 (round the clock)

Blood Bank - 951348499


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EMERGENCY SERVICES:

These services are available **24/7 round the clock**, throughout the year.

Anyone with emergency health issues can seek the consultation /treatment in the Casualty.

Depending on the nature of Emergency, the patient will be registered at the casualty. Registration counter and proper medical care will be provided immediately.

In addition to Casualty Medical Officers, Casualty has a team of doctors from major specialties of Cardiology, Neurology, Neuro Surgery, Nephrology, Urology, Medicine, Surgery, Orthopedics, Pediatrics, Obstetrics and Gynecology. There are resident doctors, nursing staff, paramedics and orderlies to provide emergency 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, extreme workload, cases that are not so urgent may have to wait for some time.

Fully equipped Emergency Operation Theatre for urgent surgeries is next to Casualty. The Casualty is fully equipped with modern monitors, ventilators, nebulizers, 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 and MRI are available in the hospital campus on payment basis.. Pharmacy is situated very close to emergency Department.

Canteen facility is also available in the basement of hospital building.

OUT PATIENT DEPARTMENT (OPD) SERVICES

	Registration Time	Consultation Time
OPD	9:00 a.m. to 4:00 p.m.	9.00 a.m. to 4:00 p.m.
Speciality Clinics	1:00 p.m. to 2:00 p.m.	2:00 p.m. to 4:00 p.m.

OPD registration slip can be obtained at the OPD Registration counter located at the entrance of OPD Block of SMCRI for consultation in general OPDs.


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The patient has the right to consult any doctor/consultant with any consultant of his/her OPD days.

Patients are seen on first come first serve basis. However, out of turn consultation may be provided in case of emergency or a senior citizens.

Superspeciality services are provided after being endorsed by the specialty departments for the same.

During OPD consultation, the consultant will fill up the requisition forms for various investigations and guide the patient to the concerned lab/department. Sample collection services blood, urine, stool etc., are available in Central Lab block 24 x 7 which are very close to OPD block

Certain particular investigations are done on particular days only and the sample may be taken according to the schedule and the details will be provided at the time of sample collection.

Patient should obtain the investigation request on the date/time given collection of the same from the concerned department and then report to central registration department for payment and then report to central collection lab for collection of sample.

All the investigations are done on payment of a nominal charge fixed by SMCRI. Patient should remit the payment and obtain proper receipt from the cash counter.

Depending on the work load, for certain investigations patients will be called on future dates by the concerned department.

Many facilities are provided at OPD level, such as ECG, Plaster (both putting and cutting), Injection and immunization, nebulization, contraception and MTP services, minor surgical intervention, etc.

Physiotherapy, Endoscopy, and Bronchoscopy, Sleep Lab, Dialysis services are provided by appointment and are available in the separate designated areas

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 made.

Patients requiring medical certificates should apply for the same through the HOD of the respective department.

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Patient trolley/wheel chairs are freely available at the entrance of the OPD.

Patients should park their vehicle in the parking area at the main hospital entrance of the hospital campus and in front of emergency department. Vehicles parked otherwise are likely to be towed away.

Pharmacy is situated adjacent to OPD block

Facilities under National and state programmes

- 1 NTED
- 2 National Blindness prevention program.

Yashswini & RSBY cashless treatment facilities are available

INDOOR SERVICES

Patient admitted in the general ward has no admission charges. Medicines, I.V. fluids and surgical items are to be purchased by patients, with nominal charges.

Room in the private ward is allotted to the patient on the recommendation of the treating physician/surgeon, for which the patient should make a written request. The rates of room in private ward and other services are as follows:

Additional charges will be applicable for specific investigations, procedures, surgery, consumables, drugs and medicines.

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

Hospital attendants are available in different wards to help inpatient care.

Special wards like ICU, SICU, NICU, HIDU, PICU, etc., are equipped with modern gadgets and devices like ventilators, monitors, defibrillators, nebulizers, 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.

Food is served as per the provisions.

Operation theatres - The hospital has fully equipped modern operation theatres where

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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 departments

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

Laboratory Services:

Available 24/7, throughout the year, for all emergency investigations. Routine and all types of special investigations are done including biochemical, microbiological, pathology and immunology and radiology.

Blood Bank: The hospital has a licensed, modern state of the art Blood Bank that functions 24/7 and provides facilities for blood donation, storage, issue of blood and its components. Strict precautions are taken and testing is done to prevent any infection. Blood is issued on exchange basis and patient requiring blood should arrange healthy blood donor for the same.

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 emergency medical care daily are also more.

Follow the rules and regulations of the hospital while inside the hospital campus.

- a) Do not cause inconvenience to other patients by crowding or making noise unnecessarily.
- b) Help us in keeping the hospital and its surroundings neat and clean.
- c) Do not argue with security guards, show your passes when asked for and help us to maintain the order and peace inside the hospital premises.
- d) Use the facilities of this hospital with care and do not damage/spoil hospital property.
- e) Do not indulge in any money transactions with touts and unauthorized persons. The hospital is a **NO SMOKING ZONE**. Do not smoke in the hospital campus.

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- f) Refrain from demanding undue favors from hospital staff and officials.
- g) Provide useful feedback and constructive suggestions. These may be addressed to the Medical Superintendent of the Hospital
- h) Personal belongings and valuables are responsibility of patients and patient attenders only and Hospital is not responsible for the personal belongings and valuables.

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