

Citizen's Charter

The citizen charter of S.S Institute of Medical Sciences and Research Centre, Davangere 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: 08192 - 261807

Emergency: 08192-266000

All the doctors working in SSIMS&RC were 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: Help desk & Enquiry counters are in existence at the main reception counter and in the OPD hall.

CASUALTY AND EMERGENCY SERVICES:

Timing: 24 X 7 around the clock

Casualty medical officers and residents available 24 hours on all days

Call days are fixed for various Consultants are available round the clock on call.

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. Speciality Clinics and Services (Infertility, Cardiology, Neurology, Urology, Plastic Surgery, Cancer Detection, Immunization & Child Guidance clinic, NICU, PICU, Asthma clinic, Pain Management clinic, Stone clinic, Pigmentation clinic etc) : 9 AM : 5 PM on respective days
3. Registration Counter functions round the clock

Diagnostics

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

Phone number – 08192 – 266000,

Intercom Extension number – 6022 (Micro), 6015 (Patho) & 6051 (Biochem)

Radiology: Round the clock (24 x 7).

Phone number – 08192-266185, 6020 & 6021

Blood Bank:

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

Phone number – 08192-266016,

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 on all 365 days

Facility of free treatment for Economically Weaker Section (Subjected to permission from higher authorities)

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 (Paid), 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 are located on the ground floor of 1. Hospital administrative block – 24 X 7
2. OPD block.

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.
- In law, it may mean active acquiescence or silent compliance by a person legally capable of consenting. In India legal age of consent is 18 years. It may be evidenced by words or acts or by silence when implies concurrence. Actual or implied consent is necessarily an element in every contract and every agreement.

RESPONSIBILITY

- All staff of SSIMS & RC are 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 SSIMS & RC.

- 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 SSIMS & RC, Davangere.

- 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 be on time in case of appointments. To cancel or reschedule as far in advance as possible in case of cancellation or rescheduling of the appointments.
- Not to give medication prescribed for him / her to others.
- Provide complete and accurate information for insurance claims and work with hospital and physician billing offices to make payment arrangements.
- 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 main entrance, General OPD, New OPD and in Emergency OPD. Brochures are made available near Public Relation, Enquiry, Out Patient and Admission counter.

Training on patient's rights to staff

All staff of SSIMS & RC are sensitized of their responsibilities to protect Patient's right through Induction Training Programs or through specific training for the same, as and when required.

Monitoring violation of patient rights

- Violation of Patient and Family Rights are traced in two ways –
 - a. Patient Comfort Monitoring System and
 - b. Patient complaint on violation of his / her rights
- In case of such violation the details of the same can be recorded in the form of descriptive report.
- The Top Management should analyze and find the possible root cause (s), during Review Meetings or as and when required.
- Top Management should decide on corrective and preventive action.
- Top Management should review the effectiveness of the action taken.
- Patient feedback form could be used as a tool to capture violation of patient rights.

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.
- The following are the test or procedure for which informed consent are taken
 - HIV Test
 - CT - Scan (where contrast is used)
 - Moderate Sedation
 - General Anesthesia
 - Blood Transfusion

- Dialysis
- Any invasive / high risk procedures
- For dialysis a fresh consent shall be taken every time. This consent could be verbal. Once in six months (at a minimum) or whenever there is fresh information to be provided to the patient a fresh written informed consent shall be taken.
- Informed consent includes information on risks, benefits, alternatives and as to who will perform the requisite 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.

Patients and Family Education on healthcare needs

- Patient and Patient's family members are educated on their health care needs by the care providers - Treating Doctor or his / her Team members or DMO or Nurse or Dietician or Physiotherapist or Social Worker (as appropriate and applicable).
- Patient and Patient's family members are to be educated (as appropriate and applicable) on the following:
 - Safe and effective use of Medication and the potential side effects of the medication
 - Diet and Nutrition
 - Immunization
 - Organ donation, when appropriate.
 - About their specific Disease process, complications and prevention strategies (through leaflets, videos or otherwise)
 - Infection prevention methods
- Patient and Patient's family members are educated in a language and format that they can understand. (English and Kannada).

Information on Expected cost

- Patients are charged based on standardized Tariff.

- SSIMS & RC, Davangere, 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:

Mechanism for lodging complaints

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.

Telephonic complaints

Telephonic complaints are received by Public Relation Officer. All telephonic call with respect to complaints shall be forwarded to Public Relation Officer. Public Relation Officer shall record the complaint 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 Director and Medical Superintendent within 5th of every month. Necessary action shall be taken and recorded with respect to each complaint.
- Telephonic / verbal complaints received by Public Relation Officer shall be compiled at the end of every month and action taken against each complaint shall be recorded.
- However immediate action shall be taken on the complaints which require immediate attention, necessary coordination shall be made with all concerned to redress the grievance.

RECORDS

- Patient's Rights and Responsibilities Brochures
- Inpatient Record
- Consent forms

COMPLAINTS AND SUGGESTIONS

1. If the services provided in the hospital does not meet the expectations of the patients can complain to MS/ AMS/ NS/ HRM/ Manager.

2. Suggestion forms are available in each ward on request with the staff nurse. The patient/ Patient Attenders can avail them and filled forms can be dropped in to the "Suggestion Box".

The Hospital is a no smoking and no alcohol zone

At S.S Institute of Medical Sciences and Research Centre, we respect the individuals and their personal and unique needs. We expect that the observance of patients' rights will support mutual cooperation and greater satisfaction for the patients and hospital staff alike. As a patient you have the right to

- ❖ Get admitted irrespective of race, color, religion, country/ state origin and income status.
- ❖ Be considerate and respectful to obtain care at all times and under all circumstances with recognition of personal dignity
- ❖ Within law, to personal and informational privacy as manifested by the right to
 - Refuse to talk with or see anyone not officially connected with the hospital, including visitors; persons officially connected with the hospital but who are not directly involved in his care.
 - Wear appropriate clothing and religious or other symbolic items, as long as they do not jeopardize safety or interfere with diagnostic procedures or treatment.
 - Be interviewed and examined in surroundings designed to assure reasonable privacy. It is the patient's right to wish to have a person of one's own gender present during physical examination, treatment, or procedure performed by a health professional; and the right not to remain disrobed any longer than is required for accomplishing the medical purpose for which the patient was asked to disrobe.

- Expect that any discussion or consultation involving his / her case will not be conducted in public and that individuals not involved in direct care will not be present without permission of the patient.
 - Have his/ her medical record read only by individuals directly involved in treatment or monitoring of quality, and by other individuals only on authorization by the patient or that of his / her legally authorized representative.
 - Patient education include method of preventing infections. Patients are told about proper hygienic condition to be maintained for avoiding infection and the result disease.
 - Expect that all communications and other records pertaining to his care, including the source of payment for treatment, be treated as confidential.
 - Expect that information given to concerned family members or significant other legally authorized person, be delivered in privacy and with due consideration of confidentiality.
- ❖ Expect the reasonable safety in so far as the hospital practices and environment are concerned. To address the needs of patient, visitor and staff regarding safety and security, the hospital security personnel are present round the clock. Other safety and security measures include limited access to the facility, and the use of employee identification badges that are to be conspicuously displayed.
- ❖ Know the identity and professional status of individuals providing service to him / her and to know which Consultant is primarily responsible for his / her care.
- ❖ **Information and education**
- Obtain information from the Consultant responsible for coordinating his / her care, complete and current information concerning his / her diagnosis (to the degree known), treatment, nutritional requirements and any known prognosis. This information should be communicated in terms the patient can reasonably be expected to understand.
 - Seek information about disease process, expected complications, mitigation strategies and prevention techniques.
 - Seek the required information in the language they understand provided it is possible for the hospital to provide appropriate interpreter for the same.

- The formal right of access to his / her medical records which will be provided as per existing policy and procedure.
 - Information on the expected cost of treatment. This information is communicated to the patient relative by the treating consultant. Patient is also informed about any additional cost (if any) to be incurred due to sudden change in the physical condition of the patient.
- ❖ When the patient does not speak or understand the predominant language of the community, the hospital will make efforts to ensure that proper interpretation is done if it is possible to provide appropriate interpreter for the same.

As a Patient it is your responsibility

Patients have the responsibility to:

- i. Provide accurate information about their health, including past illnesses or health problems, hospitalizations, allergies and the current or past use of medication.
- ii. Read all medical forms including consents thoroughly and ask to have the information explained to them prior to signing if they do not understand.
- iii. Follow the treatment plan recommended by their health care provider.
- iv. Observe facility policies and procedures, including those regarding smoking, noise and visitors.

Service Name	Citizen's Charter
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Reviewed By:	Co-ordinator Name : Dr. N. K. Kalappanavar
Responsibility of Updating:	Name: Dr. Manjunath. J