

CITIZENS CHARTER

नागरिक सनद



Maulana Azad Institute of Dental Sciences

Govt. of NCT of Delhi
MAMC Complex, New Delhi - 110 002.
Tel. : 011-23233925, Fax No. : 011-23217081
Website : <http://madch.ac.in>

**In case of any emergency kindly contact :
9873335500**



This charter seeks to provide a framework which enables our users to know :

- What services are available in this hospital?
- The quality of services they are entitled
- The means through which complaints regarding denial of poor quality of services will be redressed. We ensure that all our users receive courteous and prompt attention.

नागरिक सूचनार्थ उद्देश्य

इस सनद द्वारा उपयोगकर्ता/नागरिक अस्पताल के बारे में बुनियादी जानकारी प्राप्त कर सकता है जैसे :-

- इस चिकित्सालय में कैसी सुविधायें उपलब्ध हैं।
- उपलब्ध सुविधाओं की गुणवत्ता कैसी है।
- इसका उद्देश्य शिकायतों के द्वारा, सुविधाओं में जो कमी है उसमें सुधार लाना है। हम सुनिश्चित करते हैं कि इससे हम अपने सभी उपयोगकर्ताओं का सही ध्यान रख पायेंगे।

GENERAL INFORMATION

Director Principal : Dr. Mahesh Verma

Phone No. : 23233925,
23233884

Extn. 1150

Administration Officer : Mr. V.K. Kandpal

Phone No. : 23233884 Extn. 1153

SMOKING IS INJURIOUS TO DENTAL HEALTH

ENQUIRIES :

- Location Guide Board is available near the main entrance of the Institute
- Reception & Enquiry counter exist at OPD waiting Hall.
- Staff Identity-Doctor wear white apron & Nurses are in their uniform.
- Board indicating availability of Faculty Members and other Dental staff on duty and their leave statu is displayed at the main Reception and also Registration of each specialty Department.

OUT PATIENT DEPARTMENT :

Timing

- Central Registration Timing - 8.30 am to 11.30 am
- Departmental Registration Timing - 9 am to 12 noon
- All new patients have initial assessment/ screening at Dental OPD of Department of Diagnosis & Radiology and patient needing any specialised dental treatment are referred to respective specialist Department.

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FLOOR WISE SPECIALTY DEPARTMENTS & FACILITIES

Ground Floor

1. Reception & Enquiry Counter
2. Central Registration
3. Billing Counter
4. **Department of Oral Diagnosis
Dental Clinics**
5. **Department of Oral Radiology
(X Ray Department)**
6. Pharmacy

First Floor

Department of Oral & Maxillofacial Surgery

1. Registration & Dental Record
Counter
2. Dental Clinics
3. Minor OT
4. Post Operative Care
5. Main OT complex

Director Principal Office

Second Floor

Department of Prosthodontics

1. Registration & Dental Record
Counter
2. Dental Clinics
3. Dental Lab

Third Floor

Department of Conservative Dentistry

1. Registration & Dental Record Counter
2. Dental Clinics
3. Dental Lab

Fourth Floor

Department of Orthodontics

1. Registration & Dental Record Counter
2. Dental Clinics
3. Dental Lab

Fifth Floor

Department of Paediatric & Preventive Dentistry

1. Registration & Dental Record Counter
2. Dental Clinics
3. Dental Lab
4. Minor OT

Sixth Floor

I. Department of Periodontics

1. Registration & Dental Record Counter
2. Dental Clinics
3. Dental Lab
4. Minor OT

II. Department of Community Dentistry

Seventh Floor

1. Oral Pathology Lab
2. Blood Collection Center

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I. EMERGENCY SERVICES FOR DENTO ORAL EMERGENCES

At present full fledged emergency department not functional However emergencies are attended as under :-

- 9 am to 4 pm on all days at MAIDS
- 4 pm to 8 am on all days - at Casualty & Emergency Department of LN Hospital.
- Dental Officer and Residents from MAIDS are available 24 hours on all days in casualty of LN Hospital
- Faculty Member and Senior Resident are on call duty as per duty roster.

II. INDOOR TREATMENT :

- All patients of MAIDS needing admission are admitted to ENT ward of Lok Nayak Hospital.
- Faculty member & senior Resident of Oral & Maxillofacial Surgery look after patients of of MAIDS & they are on call duty whenever they are required.
- Diet is provided to all indoor patients by LN Hospital.
- Visitors are allowed only at notified visiting hours.
- Investigations like X-Rays, Ultra Sound, Pathology Lab etc. are done free of charge at LN Hospital.
- Staff Nurses are on duty round the clock in the wards.
- Admitted patients should contact the Staff Nurse for any medical assistance they need

III. DIAGNOSTICS :

I LABORATORY

- **Oral Pathology Lab** - carries out and all Histo pathology & cytology investigation.
- Timing for collection of specimen 9.00 am to 1.00 pm all days.

- Report collection - 9.00 am to 1.00 pm.
- **Path Lab of LN Hospital** - All other Lab investigation required by MAIDS patient are done free of charges.
- Timing for specimen collection centre LN Hospital - 9.30 am to 12.30 pm.
- Report collection - 9.30 am to 4.00 pm.

II. RADIOLOGY INVESTIGATION

- Oral Radiology Dept. (Ground Floor)
 - Intra oral X-Ray.
 - Extra oral X-Ray
 - OPG
 - Celephloameteric X-Ray
- Timing - 9.00 am to 12.30 pm following day
- Radiology Dept LN Hospital - All other Radiology investigation are done
- Timing - 9.00 am to 1.00 pm
- Report available - 9.00 am to 1.00 pm following day.

IV. MISCELLANEOUS FACILITIES :

- Wheel Chairs and trolleys are available at the OPD Gate for patients who are unable to walk.
- Ambulances on call are available for use from LN Hospital.
- There is standby generator catering for all areas of Institute in case of breakdown of electricity.
- Adequate drinking water and toilet facilities are available on all floors.
- Cafeteria on ground floor.
- Pharmacy service is located on the ground floor. Issue Timing - 9.00 am to 1.00 pm.
- Patient are charged for certain procedures as per the tariff rates laid down.

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YOUR RIGHTS AS A PATIENT

PATIENT'S RIGHTS

1. To be treated with respect, consideration, compassion and dignity regardless of your age, gender, race, origin, religion or disabilities.
2. To have full consideration for the dignity and confidentiality in case discussions, examination and treatment.
3. Right to quality care & treatment consistent with available resources & generally acceptable standards.
4. A clear & understandable explanation by your doctor/trained staff about diagnosis, as well as the benefits and risks of each treatment and expected outcome.
5. To participate in decision involving your healthcare and to refuse treatment except when such participation is contradicted for medical reasons.
6. To be informed about pain and pain relief measures in your pain management plan.
7. To agree or refuse to take part in medical research studies and still continue to receive medical treatment.
8. To be involved in the treatment plan.
9. You have the right to make suggestions & express grievances.

स्वस्थ दाँत

उपयोगकर्ताओं के अधिकार

1. रोगी की आयु, लिंग, जाति, भेदभाव, धर्म अथवा उसकी असमर्थताओं के आधार पर उनमें अंतर किए बिना आदर, सम्मान, करुणा तथा सम्मानपूर्वक रोगी का इलाज किया जाना।
2. रोगी की बीमारी से संबंधित विचार विमर्श, जांच तथा इलाज में उसकी प्रतिष्ठा तथा गोपनीयता का पूरा सम्मान करना।
3. उपलब्ध संसाधनों तथा सामान्यतः स्वीकार्य मानकों के अनुरूप अच्छी देखभाल तथा इलाज का अधिकार।
4. रोगी को चिकित्सक/प्रशिक्षित स्टाफ द्वारा रोग-निदान के साथ-साथ प्रत्येक इलाज पद्धति के लाभ तथा नुकसान तथा संभावित परिणामों के बारे में स्पष्ट तथा समझ में आने योग्य स्पष्टीकरण।
5. अपनी स्वस्थ देखभाल के बारे में लिए जाने वाले निर्णयों में शामिल होना और किसी इलाज के लिए मना करना सिवाय उस स्थिति के जब यह प्रतिभागिता चिकित्सीय कारणों से संभव न हो।
6. रोगी की पीड़ा/दर्द प्रबंधन योजना में पीड़ा तथा पीड़ा से राहत के उपायों के बारे में उसे सूचित किया जाना।
7. चिकित्सीय अनुसंधान अध्ययनों में शामिल होना अथवा मना कर देना और इसके बावजूद इलाज जारी रखना।
8. अपने इलाज की योजना में शामिल होना चाहिए।
9. आपके पास अपने सुझाव और शिकायत को बोलकर या लिखकर देने का अधिकार है।

स्वस्थ जीवन की पहचान



PATIENT'S RESPONSIBILITIES

1. To keep appointments & be on time for appointments.
2. To provide complete & accurate information about current & past illness, medications & other matters pertaining to your health.
3. To follow the treatment plan recommended by your doctor.
4. To actively participate in your pain management plan and keep your doctors and nurses informed about the effectiveness of your treatment.
5. You are responsible for your actions if you refuse treatment or do not follow the doctor's instructions.
6. To take care of your belongings.
7. To treat all hospital staff, other patients & visitors with courtesy, dignity & respect and not obstructing their performing their assignments.
8. To pay the user charges where applicable prior to treatment.
9. To understand all instructions before signing the consent forms.
10. You are needed to be respectful of the property & privacy of others and of the hospital.
11. Not to bring any weapons, alcohol or unauthorized drugs in to the hospital.
12. Respect the hospital as a no Smoking zone.
13. Control noise & number of visitors.
14. To report any issues, complaints of concern that may affect your care.
15. Help to keep the hospital clean & healthy.

स्वस्थ दाँत

रोगी उत्तरदायित्व

1. चिकित्सक से मिलने के लिए, लिए गए समय का पालन करना और समय पर पहुंचना।
2. अपनी वर्तमान तथा पुरानी बीमारी, उससे संबंधित चिकित्सा तथा अपने स्वास्थ्य संबंधी अन्य मामलों की पूर्ण तथा सही जानकारी प्रदान करना।
3. अपने चिकित्सक द्वारा सुझाई गई उपचार योजना का अनुपालन करना।
4. अपनी पीड़ा/दर्द प्रबंधन योजना में सक्रियता से भाग लेना और अपने उपचार की प्रभाविकता के बारे में अपने चिकित्सक तथा नर्सों को सूचित करते रहना।
5. अगर आप चिकित्सक द्वारा बताए गये इलाज को नकारते हैं या नहीं मानते तो किसी भी प्रतिक्रिया के लिए आप (रोगी) स्वयं जिम्मेदार होंगे।
6. अपने सामान/वस्तुओं का स्वयं देखभाल करें।
7. अस्पताल के समस्त स्टाफ, अन्य रोगियों तथा आगन्तुकों के साथ शिष्टाचार तथा आदर से पेश आना तथा स्टाफ के कार्यों में बाधा न डालना।
8. इलाज से पहले जहां लागू हो, उपभोक्ता शुल्क अदा करना।
9. सहमति देने वाले प्रपत्रों में हस्ताक्षर करने से पहले उसमें दी गई जानकारी को अच्छी तरह समझना।
10. आपसे यह अपेक्षा की जाती है आप अन्य व्यक्तियों एवम् अस्पताल की संपत्ति और गोपनीयता के प्रति श्रद्धा बनाये रखें।
11. अस्पताल के अन्दर आप किसी भी प्रकार का हथियार, नशीली वस्तुएँ तथा अनाधिकृत दवाइयाँ ना लाये।
12. अस्पताल एक मद्यनिषेध क्षेत्र है इसका सम्मान करें।
13. मिलने-जुलने वालों की संख्या और शोर पर नियंत्रण रखें।
14. किसी भी प्रकार की समस्या, शिकायत के लिए संबंधित अधिकारी को सूचित करें जो आपकी देखभाल को प्रभावित करती है।
15. अस्पताल को साफ और स्वच्छ रखने में हमारी सहायता करें।

स्वस्थ जीवन की पहचान



COMPLAINTS AND GRIEVANCES :

There will be occasions when our services will not be up to your expectations. Please do not hesitate to register your complaint to our Public Relation Officer at the reception.

Suggestion : You can also fill up Suggestion Card and drop the same in the "Suggestion Box ", which is opened by Director Principal only. It will help us serve you better.

The Hospital is a No Smoking Zone

THIS CHARTER IS OUR FIRST EFFORT PLEASE HELP US TO HELP YOU

The purpose of the Citizen's Charter is to explain your rights and Responsibilities, as a patient of the Hospital. Knowing and understanding your rights and responsibilities will make your relationship with us a mutually beneficial one. The Charter sets out the ways in which the community and the hospital work as partners in a positive and open relationship with a view to enhancing the effectiveness of the health care process.



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