

**KMCT MEDICAL COLLEGE  
MANASSERY,MUKKOM,CALICUT**

**CITIZEN CHARTER**

**OUR MOTTO-HEALTH CARE WITH HEALING TRUST**

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

**Standards of Service:**

- This is a Medical College and Hospital for teaching and education and multispecialty patient care hospital
- It provides medical care to all patients who come to the hospital;
- Standards are influenced by patients load and availability of resources;
- Yet we insist that all our patient/relative receive courteous and prompt attention.

**Locations:**

- It is located on Manassery. Which is 28 kms from Calicut.
- This hospital has-Doctors: more than 300(including residents).
- Nurses:366 for 3 shift (Including supervisory staff).
- Beds: 550 Teaching Beds  
20 Casualty Beds
- Doctors wear white aprons and nurses are in uniform.
- All Staff member wear identity cards.

**General Information**

**Enquiry,Reception and Registration Services:**

This counter is functioning round the clock.

Location guide maps have been put up at various places in this hospital.

Colour coded guidelines and directional signboards are fixed at strategic points for guidance.

Telephone enquiries can be made over telephone numbers:0495-2293500, 0495-2295087

Fax:0495 - 2294753

### **Casualty & Emergency Services:**

All Casualty Services are available round the clock.

- Duty Doctor is available round the clock.
- Specialist doctors are available on call from resident doctors.
- Emergency services are available for all specialities as listed in the OPD Services.
- Emergency Operations are done in-

OT is located on 1<sup>st</sup> floor.

Emergency Operation Theatre is functioned round the clock. In serious cases,treatment/management gets priority over paper work like registration and medico legal requirements. The decision rests with the treating doctor.

### **OPD Services:**

Various outpatient services available in the hospital are detailed below.

General Medicine

General Surgery

Obstetric & Gynec.

Paediatrics

ENT

Ophthalmology

Dermatology

Orthopedics

Psychiatry

Radio diagnosis

TB & Chest

In OPDs specialists are available for consultation.

OPD services are available on all working days excluding Sundays and Gazetted Holidays from 9.00AM to 4.00PM.

### **Laboratory Services:**

**Routine:** Laboratory Services are provided in the field of (as available):

- Bio-chemistry
- Microbiology
- Haematology
- Histopathology including FNAC
- Serology
- Cytopathology

There is a Central Collection Center for receiving and collecting various specimens for testing. The timings for receiving specimens are at OPD- 9:00 AM to 4:00PM, IPD & Casualty Round the clock.

**Emergency:** Emergency Laboratory Services are available 24 hours relating to clinical pathology and bio-chemistry.

### **Radio Diagnostic Services:**

**Routine:** These services include:

X-Rays

Ultrasound

Routine X-Rays are done OPD- 9:00 AM to 4:00 PM & IPD-Round the clock.

Ultrasound examination is done Round the clock.

C.T Scan is done Round the clock.

MRI

**Emergency:** Emergency X-Ray services are also available round the clock. CAT Scan services are also available round the clock.

### **Indoor Patient Services:**

- There are total of 21 Wards providing free indoor patient care.
- Emergency ward A admits emergency cases for medical problems.
- Emergency ward B admits emergency cases for surgical problems.
- There is a 52 bedded Intensive Care Unit for care of seriously ill patients.
- A 12 Bedded Intensive Coronary Care Unit takes care of heart patients requiring intensive treatment.
- There is labour room with 5 tables for conducting deliveries round the clock.
- 10 Nurseries provide necessary care to the new-borns-normal as well those born with disease.
- All indoor patients receive treatment under the guidance and supervision round the clock.
- Outside office hours, treatment is given by doctor on duty and specialists are available on call.
- Free diet is provided to all patients in the General Wards.
- Visitors are allowed only between 12.30 PM to 1.30 PM & 5:00 PM to 7:00 PM.
- Investigations like CT Scan, MRI, Mamo graphy, ECHO, TMT, ECG etc. are charged for as per Government approved rates.
- Admitted patients should contact the Staff Nurse for any medical assistance they need.

Other Facilities:

Other facilities available include:

Cold Drinking Water, Wheel chairs and trolleys are available in the OPD and casualty. 10 Ambulances are available to pick up patients from their places (on payment of nominal charges) and also for discharged patients. Mortuary Van is available on payment, Round the clock. Public Telephone Booths are provided at various locations. Stand-by

Electricity Generators have been provided. Chemist Shops are available outside the hospital. Canteen for patients and their attendants is available. Lifts are available for access to higher floors. Adequate toilet Facilities for use of patients and their attendants are available.

#### Complaints & Grievances:

There will be occasions when our services will not be up to your expectations. Please do not hesitate to register your complaints. It will only help us serve you better. Every grievance will be duly acknowledged. We aim to settle your genuine complaints within 10 working days of its receipt.

Suggestions/Complaints boxes are also provided at various locations in the hospital. If we cannot, we will explain the reason and the time we will take to resolve. Name, designation and telephone number of the nodal officer concerned is duly displayed at the Reception.

Dr. Lathi Nair . Designation: Principal

Tele: 0495 – 2295087 , 2297740, 0495 - 2293500

Meeting Hours 3.00 pm to 4.00pm

#### **Responsibilities of the 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.

On an average more than 5 lacs patients attend the OPD annually and more than 1 lac patients are attended annually in the casualty and emergency wards. Please do not inconvenience other patients. Please use the facilities of this hospital with care. Beware of Touts. The Hospital is a “No Smoking Zone” and smoking is a punishable Offence. Please refrain from demanding undue favours from the staff and officials as it encourages corruption. Please provide useful feedback & constructive suggestions. These may be addressed to the Medical Superintendent of the Hospital.

- No Smoking Please”
- Don't spit here & there
- Use Dustbin
- Keep Hospital Clean
- Give regards to Ladies and Senior Citizens