

**CITIZEN CHARTER**  
**Apollo Institute of Medical Sciences and Research**  
**Chittoor**

Date created:	1 <sup>st</sup> March, 2017
Approved By:	Chairman Name: Dr. V Sudhakar Babu Signature: Sd/-
Reviewed By:	Medical Superintendent Name : DR.N.L.N.MOORTHY Signature: Sd/-
Responsibility of Updating:	HOD / Professor General Medicine Name : Dr. G Lepakshi Signature: Sd/-

**General Information:**

Medical Administration: 08572-222888  
Medical Superintendent: 08572-280910  
Emergency: +918500047953  
Reception: 08572-246666

**Patient Services:**

Out Patient Department: 9am to 4pm (except on Sundays & Public Holidays)  
Casualty and Emergency Services: Round-the-clock (24x7)  
Laboratory Timings: Round-the-clock (24x7)  
Radiology: Round-the-clock (24x7)  
Blood Bank: Round-the-clock (24x7)  
Pharmacy service is located on the ground floor: Round-the-clock (24x7)

**Miscellaneous:**

- All patients admitted in various wards of the hospital are treated as per the hospital policy.
- Visitors are allowed only at notified visiting hours: 7 am to 9 am & 5 pm to 7 pm.
- Wheel chairs and Stretchers are available.
- Ambulances are available round-the-clock.
- Complaints / suggestion box is available.
- The Hospital is a no smoking and no alcohol zone.
- Patient Transfer to other facility is at your request or when medically appropriate and legally permissible. You have a right to be given a complete explanation concerning the need for such transfer. The facility to which you will be transferred must first accept you as a patient.

**Patient's Rights:**

- To know the name, identity and professional status of all the people providing services to you.
- To an explanation which you can understand of any proposed procedure, drug or treatment; the possible benefits; the serious side effects, risks or drawbacks which are known; potential costs; problems related to recovery; and the likelihood of success. The explanation should also include discussion of alternative procedures or treatments.
- To accept or refuse any procedure, drug or treatment and to be informed of the consequences of any such refusal. If there is conflict between you and your parents / guardian regarding your exercise of this right, you and parents / guardian may need to participate in conflict resolution procedure.
- To assist in obtaining consultation with another physician regarding your care. This consultation may result in additional cost to you or your family.

## GENERAL INFORMATION

**Medical Administration:** Phone No (O) : 08572 – 245855

**Superintendent:** Phone No (O) : 08572 – 222855

**Emergency:** (O) 08572 – 222855 Reception (O): 08572– 2 22855

Dress code: wear white apron and nurses are in uniform.

All staff members wear identity cards.

**Enquiries:** Location guide map is available near the main entrance of hospital.

Enquiry counter exists at the main reception and in the OPD hall.

## CASUALTY AND EMERGENCY SERVICES

**Timing 24 hrs. 365 days:**

- Casualty medical officers and residents available 24 hours 365 days.
- Call days are fixed for various Consultants and are available round the clock.

## OUT PATIENT DEPARTMENT

**Timings:**

- General OPD : 9am to 4pm
- Gynecology , Pediatrics OPD: 9 am to 4 pm
- Evening OPD for General cases: 5 to 7pm.
- Facility of free treatment for Economically Weaker Section.

## **Diagnostics**

### **Laboratory Timings:**

Sample collection round the clock (24 x 7)

**Radiology:** Round clock (24 x 7)

### **Blood Bank:**

Licensed Blood Bank is available in the Hospital. Round the Clock (24 x 7)

## **INDOOR TREATMENT**

- All patients admitted in various wards of the hospital are treated as per the hospital policy.
- Diet provided to all indoor patients.
- Visitors are allowed only at notified visiting hours: 4 to 6 P.M.
- Facility of free treatment for Economically Weaker Section.
- Staff nurses are on duty round the clock in the wards.
- Admitted patients should contact the staff nurse / Floor manager for any medical assistance they need.

## **MISCELLANEOUS FACILITIES**

- Wheel chairs and stretcher are available for the facilities of patients.
- Ambulances are available on payment basis round the clock on all days.
- There is standby generator to cater to emergency services in case of breakdown of electricity.
- Adequate drinking water and toilet facilities are available.
- Coffee shop is open for 24 hours; Cafeteria – 8am to 8pm
- Pharmacy service is located on the ground floor (24 hours, 365 days).

## COMPLAINTS AND SUGGESTIONS

- There may be occasions when our services may not be up to your expectations. Please do not hesitate to register your complaints to our MS.
- You may also fill up Response card and drop the same in the "Suggestion Box" which is Opened by Medical Superintendent only

**The Hospital is a no smoking and no alcohol zone**

**At Apollo Institute of Medical Sciences & Research, we respect the personal and unique needs and values of each patient.**

**Our expectation is that the observance of patients' Rights will support mutual cooperation and greater satisfaction for the patients and hospital staff.**

**As a patient you have the right.**

- A. To know the name, identity and professional status of all the people providing services to you and to know the physician who is primarily responsible for your care.
- B. To receive complete and current information concerning your diagnosis, treatment and prognosis in terms that you can understand.
- C. An explanation is given which you can understand of any proposed procedure, drug or treatment; the possible benefits; the serious side effects, risks or drawbacks which are known; potential costs; problems related to recovery; and the likelihood of success. The explanation should also include discussion of alternative procedures or treatments.
- D. To accept or refuse any procedure, drug or treatment, and to be informed of the consequences of any such refusal. If there is conflict between you and your parents/ guardian regarding your exercise of this right, you and parents / guardian may need to participate in conflict resolution procedure.
- E. To expect that all communications and records related to your care will be treated confidentially.

- F. To supportive care including, appropriate management of pain, treatment of uncomfortable symptoms and support of you at the critical illness / terminal illness.
- G. To assistance in obtaining consultation with another physician regarding your care. This consultation may result in additional cost to you or your family.
- H. To request consultation with the hospital Ethics Committee regarding ethical issues involved in your care.
- I. To be transferred to other facility at your request or when medically appropriate and legally permissible. You have a right to be given a complete explanation concerning the need for such transfer. The facility to which you will be transferred must first accept you as a patient.
- J. To know if your care involves research or experimental methods of treatment. You have the right to consent or refuse to participate.
- K. To examine your bill and receive an explanation of the charges regardless of the source of payment for your care.
- L. To be informed of any hospital polices procedure rules of regulations applicable to your care.