

Ramaiah Medical College, Bengaluru



CITIZEN CHARTER

MSR Nagar, MSRIT Post, Bangalore - 560 054
Tel" +91-80-23605190 / 23601742 / 23601743, Fax: +91-80-23606213
Email: msrmedical@msrmc.ac.in; Web: <http://www.msrmc.ac.in>

CITIZEN CHARTER

OUR MOTTO –

HEALTH CARE SERVICES TO THE UNREACHED WITH COMPASSION AND CARE

Objective:

- 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 & education and multispecialty patient care hospital
- It provides medical care to all patients who come to the hospital;

About MSRMC

The Ramaiah Medical College established in the year 1979, has over the last three decades carved for itself a unique position as a centre of academic excellence among 398 Medical Colleges in the country. We are elated and humbled by the fact that our College has been rated among the top 25 Medical Colleges in the country and 8th Best in Infrastructure. We are proud that ours is the College of choice for students of Karnataka, India and abroad. The 31 year old M.S. Ramaiah Teaching Hospital building has been completely modernized and redesigned for the task of teaching & training, best health care delivery and to facilitate transitional research. The management has taken up an ambitious project to modernize the Medical College building complete with state of art laboratories, library and teaching areas. We are proud to have the distinction of being the first Medical College in the world to have ISO Certification from TUV Rheinland since 1999. We are in the process of acquiring National accreditation (NAAC) for our institution.

M.S. Ramaiah Hospitals are major tertiary care centers with state of art facilities in this part of the city. The hospitals have combined bed strength of over 1800 with 20 operation theaters and more than 200 intensive care beds. A large number of complicated and challenging cases are referred to our hospitals. The hospitals provide free and subsidized care to the needy and under privileged to the extent of 8 crores (US \$ 1.6 million) annually. Our hospital outpatient attendance is 340,000 per annum, averaging more than 1000 patients per day. The overall bed occupancy is in the range of 85-90 % and more than 95 % in our ICUs. The hospital conducts 12,000 surgeries and 20,000 renal dialysis annually. Hospital participates actively in all the National Health Programs and is recognized as a center for National Blindness Control Program, HIV AIDS Control Program, Revised National TB Control Program and National Immunization Program. The clinical departments have conducted more than 200 medical camps during the year to address health and medical issues of the rural population.



We are proud to inform that the accident, emergency and critical care services are of International standard, ably managed by well trained and dedicated faculty. During the last decade they have conducted several International Trauma Life Support courses, Basic Life Support courses and PALS programs.



A high resolution MRI machine, Linear Accelerator, Lithotripsy, Cath lab, 30 dialysis machines, facilities for laproscopic surgeries are among the state of the art facilities available in the hospitals both for the purpose of training the doctors of the future and treating the patients. A large number of specialty clinics are conducted on a regular basis. An artificial limb center in the hospital provides orthopedic prosthesis and appliances to the needy at an affordable cost.

Our comprehensive, compassionate care by all the faculties with state-of-art facilities all under one roof has been duly recognised and appreciated by population of Bangalore. We also have the distinction of establishing the Gokula – Narayana Hrudayalaya facility in our campus during this year - by which we have brought in the expertise from Narayana Hrudayalaya foundation & this with our state-of-art facility to offer the best in cardiac care to people in this city. We also have established the Gokula Curie Centre of Oncology with the commissioning of the linear accelerator and an independent full fledged Institute of Oncology offering services of Radiation Oncology, Medical Oncology, Surgical Oncology and Gynec Oncology with the best skilled staff in the State.

We strive to provide efficient and reliable patient care services fulfilling to the patients need, following the footsteps of our Hon'ble Founder Dr. M.S. Ramaiah, who devoted his life for the care of poor patients and needy – reaching healthcare to the unserved.

SERVICES

GENERAL INFORMATION

- Medico legal cases: On admission of a medico legal case, the hospital has to mandatorily honor the rules of the Indian Govt. and informs the local police authorities.
- Death Certificate: If a patient expires in the hospital, a death certificate is issued to the family by the hospital to carry the body. The hospital sends the Death registration form and Medical Certificate of cause of death to the BBMP. The family has to collect the final Death Certificate from the BBMP.
- Mortuary Services: Mortuary provides a Refrigerated storage of deceased patients.
- Voluntary Body Donation: The College / Hospital provides the services to the citizens a 'Voluntary Body Donation' programme from the Donors who wish to donate the Body after their death for medical training purpose.

The service offered to the Donors are

- Annual free medical check-up at M.S. Ramaiah Medical Teaching Hospital for those who have enrolled.
- It includes
 - a. General Health checkup
 - b. Basic investigations like
 - c. Complete Haemogram (Blood Investigations) Fasting Blood Sugar, Serum Cholesterol, Blood Urea
 - d. Routine Urine Examination.
 - e. Gynecology procedures-PAP smear (for female members)

- For appointments please contact:

1. Public Relations Officer / Casualty Medical Officers, Medico Social Welfare Dept.
: 8884412753.
2. M.S.Ramaiah Medical Teaching Hospital.
Tel.No: 40502600, 23608888, 23609999, 40502000

50% concession for the charges of clinical services, investigations and treatment at M.S.Ramaiah Medical Teaching Hospital for those who have enrolled for Voluntary Body Donor programme.

- Emergency Helpline – 080-22183333 /
- Ambulance Services: The services are available round the clock and has a fleet of fully equipped ambulance.
- The citizens are requested to utilize the facilities of the hospital with care.
- Beware of Touts.
- The citizens are requested to refrain from demanding undue favours from the Staff and officials
- The citizens are also requested to give their valuable feedback and suggestions for improvement.
- The Hospital In-Patient Satisfaction Questionnaire and Out Patient Satisfaction Questionnaire are available both in Kannada and English language with our Volunteers – 'Helping Hand' desk available at the entrance of the Hospital.

OUTPATIENT DEPARTMENTS:

Timings: 9 AM to 1 PM & 2 PM to 4 PM (Lunch break 1 to 2 PM) Sundays & Holidays: 9 AM to 1 PM (at our Speciality Hospital).

- The Outpatient seeking treatment at our hospital is registered prior to the consultation. A patient case sheet is generated electronically for recording history, symptoms, diagnosis and treatment provided.
- For every new patient a new MRD number generated

LABORATORY SERVICES:

Our Hospital Laboratory is accredited by NABL.

- Routine: Laboratory Services are provided in the field of Bio-chemistry, Microbiology, Haematology, Cytology, Histopathology including FNAC. There is a Central Collection Centre for receiving and collecting various specimens for testing. The timings for receiving specimens are at OPD- 9:00 AM to 5:00 PM & IPD Round the clock.
- Emergency: Emergency Laboratory Services are available 24 hours for limited tests 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 5:00 PM & IPD-Round the clock. Registration is done from 9:00 AM to 5:00 PM. 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
- The tests are done through highly sophisticated automatic machines and promptness is ensured in the laboratory results.
- BLOOD BANK - Open for 24 hours. A licensed blood bank is available in the hospital to cater to the requirements of the patients. Blood Component separation facility available (Concentrate Human, RBC, Fresh Frozen Plasma & Platelet concentrate.)

EQUIPMENT AND FACILITIES:

This hospital has the following services available:

MRI Scan, X-Ray Unit, Neonatal & Paediatric Intensive Care Unit, Critical Care Unit, Dialysis Unit, Physiotherapy, Cathlab, EEC, ECG etc.

- Pharmacy facility available 24x7
- The Teaching Hospital provides free food under 'Narayana Seva' programme to support poor patients.
- Canteen facilities available at the hospital
- Every patient is given one attendant pass.
- Visitors are allowed between 05:00 PM and 07:00 PM.

Other Facilities:

- Drinking Water, Wheel chairs and trolleys are available in the OPD and casualty
- Adequate toilet facilities for use of patients and their attendants are available.
- The Hospital is a “No Smoking Zone” and smoking is a Punishable Offence
- Do not spit here & there
- Use Dustbin
- Keep the Hospital Clean and green
- Give preference to ladies and Senior Citizens
- Vijaya Bank ATM Facility available inside the Hospital premises. Other Bank ATMs are also available in the campus – State Bank of India ATM for the benefit of the students and patients.
- Parking facilities made available for the visitors to the Hospital.

MISSION

- Health Care services to the unreached with compassion and care. To provide each one with an affordable medical care in a patient friendly environment regardless of race, caste, religion etc.

LOCATION

Ramaiah Medical College Hospital is located at MSR Nagar, MSRIT Post, Bengaluru – 560054.

CONTACT US

Ramaiah Medical College Hospital
MSR Nagar, MSRIT Post, Bangalore – 560 054
Telephone: +91-80-23605190 / 23601742 / 23601743
Fax: : +91-80-23606213. Email: msrmedical@msrmc.ac.in
Web: <http://www.msrmc.ac.in>