

## CITIZEN'S CHARTER

### A.C.P.M. MEDICAL COLLEGE, DHULE

ACPMCC continues to provide dedicated patient care and Endeavour's to improve its services on a constant ongoing basis. We strive to provide: Total devotion in providing efficient and reliable patient care services.

#### OBJECTIVE

This Citizen's Charter is an attempt to bring the institute closer to its patient's. This Charter is to provide a framework which enables our users to know;

#### About Us

**Founder - LATE SHREE ANNASAHEB CHUDAMAN PATIL**



Jawahar Medical Foundation is the brain child of Late Shri Annasaheb Chudaman Patil. The registration of the foundation in 1984 manifests the foresightedness of indefatigable Rev. Annasaheb Patil and is still catering to the needs of the people of the region. The first major achievement came in 1989, when a charitable general hospital was set up to look after the health needs of the rural population of Dhule district. Initially, the hospital had only 150 beds, and was run on no-loss-no-profit basis. In 1989, the foundation started an urban health center inside the Dhule city at lane no 4 and another rural health

center at Village Mundalwad in Dhadgaon Taluka (an Adivasi area). Thereafter, activities of the foundation picked up fast as indicated by the following developments:

- ✚ 1989 C.M.L.T certification courses for laboratory, radiology and ophthalmic technician
- ✚ 1996 JMF'S Nursing Training College
- ✚ 1999 ACPM Medical College (100 seats)
- ✚ 1999 P.G. Diploma course of College of Physicians and Surgeons started in all clinical branches.
- ✚ 2002 ACPM Dental College with (100 seats), recognized by the Dental council of India. It is affiliated to Maharashtra University of Health Sciences, Nashik
- ✚ 2006 ACPM College of Physiotherapy, ACPM College of B.Sc. Nursing were started.
- ✚ 2007 Post Graduate Courses in the subjects of Medicine, Surgery, Gynaecology, Pediatrics, Pathology and Microbiology started.

## **Mission**

We have a responsibility to educate medical students to meet the primary and specialty health care needs of the region by providing highly skilled, cost-effective, patient-centered care in a variety of settings we aim to.

- ✚ Provide the finest education to the medical students.
- ✚ Contribute to the lifelong education of physicians throughout their careers.
- ✚ Improve health care available to the rural population in the surrounding.
- ✚ Deliver the highest quality of clinical care.

We will continue to develop as a regionally recognized leader in education through innovation and excellence. We will provide the community with a diverse cadre of highly-trained professionals capable of performing in a wide variety of clinical settings. Graduates will be prepared for and encouraged to provide cheaper medical care in rural and underserved areas. Faculty and graduates will contribute to the community by being active in social and health-care endeavors that promote the health and well-being of the community.

## **Our Values**

- ✚ Commit to excellence in all that we do.
- ✚ Show total unconditional regard for all patients.
- ✚ Demonstrate respect for each patient's person, privacy, culture, beliefs, and rights.
- ✚ Exhibit compassion for those entrusted to our care.
- ✚ Treat other members of the health care team in a professional manner.

## **GENERAL INFORMATION**

### **LOCATION**

ACPMMC, Main Hospital is located at post. Morane, District Dhule, Maharashtra.

### **NUMBER OF BEDS, DOCTORS, NURSES Etc.**

The hospital has a total of 590 beds + 40 additional for Emergency  
There are 247 doctors (incl. Faculty members, Sr. and Jr. Residents) and 250 Nurses.

### **ENQUIRY AND INFORMATION ABOUT ACPMMC**

Central Enquiry & Registration office is located just inside main entrance of hospital at reception counter.

Directional signboards are fixed in each floor.

Phone No. (O) 02562 – 276317/276318/276319

Email – [acpmmcdhule@gmail.com](mailto:acpmmcdhule@gmail.com)

Website – [www.acpmjmf.com](http://www.acpmjmf.com)

## IMPORTANT TELEPHONE NUMBERS

Appointment Help Desk –  
Casualty -  
Blood bank –

### **Casualty Services:**

Location: - Ground floor.

These services are available 24 hour a day, throughout the year.

Anyone with urgent medical problem can seek consultation/treatment in the Emergency.

Proper medical care will be provided promptly. Emergency has dedicated team of Senior Residents from major specialties (i.e. Emergency Medicine, Surgery & Pediatrics) and Junior Residents, Nurses, Paramedics and Hospital Attendants etc. to provide urgent medical services.

We endeavor to provide medical care (incl. Investigation & treatment) at the earliest possible time. The treating doctors will call any specialist/super-specialist, who is available on call for urgent consultation as and when required.

Casualty has fully equipped minor operation Theatre for any urgent minor surgery etc.

The Casualty is fully equipped with all modern gadgets like monitors, ventilators, nebulizers, defibrillators, central O2 and suction supply etc.

All urgent investigations like Hemogram, Blood Biochemistry, Urine, Cardiac Biomarker, Blood Gas Analysis, ECG, USG, X-ray, C.T. Scan, etc. are available for casualty patients round the clock. All medicines and surgical items available in Casualty.

Facilities like patient trolleys are available at the entrance of Casualty.

Public utilities like toilets, waiting area fans, chairs etc. are available.

The hospital has fully equipped ambulances is available 24 hours a day.

### **OUT PATIENT DEPARTMENT (OPD) SERVICES**

**Location:** - OPD services are situated in **OPD Complex.**

#### **General OPD**

**Registration Time – 9.00 AM to 4 PM**

Every outpatient seeking treatment at the hospital is registered prior to the consultation.

**OPD registration done free of cost** from main counter, OPD ground floor.

OPD & IPD No. is generated electronically for recording history, symptoms, diagnosis and treatment being provided.

For every new patient a Unique MRD number will be generated.

If you have been registered previously, kindly quote your Medical Record Number, while taking an appointment.

In case, you are a non-appointment / walk-in patient, you are requested to wait to see the doctor

Patients are seen on first come first serve basis. However, out of turn consultation may be provided in case of emergency or to senior citizens.

**Investigations:** After OPD consultation, the treating doctor will fill up the requisition forms for various investigations & direct/guide you to the concerned lab /dept.

Sample collection centre for Blood, Urine, and Stool etc. in CCL, OPD Building, Ground Floor.

Sample Collection are done 24 hours throughout the year.

The OPD report are done on the same OPD day

Histopathology reports are dispatched in 5 days.

Certain investigations are done free of charge while others are charged as per the prevailing norms. Patients should Deposit the money only at the designated hospital Cash Counters and obtain the proper receipt.

Certain investigations like CT, USG etc. are done on same OPD day. However, these may be done out of turn in urgent situations, on recommendation of the treating doctor.

Many facilities are provided at OPD level e.g. ECG, Plaster, Injection Room, Contraception and MTP Services, Minor Surgical Intervention, Physiotherapy, Bronchoscopy, Endoscopy etc.

Medical fitness / Medical examination and other such certificates are issued after paying the requisite fees.

The decision to admit a patient rests with the treating doctor. In case of emergency, out of turn admission may be done.

Wheel chairs, patient trolleys etc. are available free of charge at the entrance of OPD.

OPDs have waiting area with chairs, lifts, ramp for Ortho OPD, public utilities like drinking water & toilets etc. at each floor.

To meet day-to-day needs of patients, there is canteen medical stores near OPD registration counter.

## **INDOOR SERVICES:**

Benefits of MJPJAY& PMJAY (Yellow, Orange Ration Card holders) & Below Poverty Line patients.

Indoor charges are free for economically backward patients.

General ward is free of cost.

**DEPARTMENT'S SPECIALITIES** with following facilities:

- + General Medicine
- + General Surgery
- + Obstetrics and Gynecology
- + Orthopaedics
- + ENT
- + Ophthalmology
- + Psychiatry
- + Skin VD
- + TB Chest
- + Radiology- X-ray Machines, Ultrasonography, CT scan, MRI, Mammography & Color Doppler

**Facilities** - Central Services for In/Out patients, Well equipped OT Theatres, ICU, NICU, Central O2, Central Sterile Supplies Department (CSSD), Central Laboratory, Blood Bank, Radiology Department, Hemodialysis, Central Laundry, Pharmacy, Fleet of Vehicles for transporting patients, students, trainees and staff available.

ICU charges Rs 500/ day inclusive of nursing charges & doctor's fee.

All in-patients receive treatment by team of Resident Doctors and Nurses, available 24 hours, under the supervision and guidance of Faculty Members of ACPMMC.

Hospital Attendants are available in different wards to help in patient care and related activities.

All the wards are fully equipped with modern gadgets & equipments e.g. ventilators, monitors, defibrillators, nebulizers; central O2 & suction supply etc. to provide top quality medical care.

Indoor services have toilets, portable X-ray machines; ECG services, Generator back up, emergency lights, internal telephone, chairs for attendants etc.

Waste disposal is done as per the established rules (Biomedical waste management and handling rules, 2016) and utmost care is taken to keep the premises neat and clean.

Visitors are allowed only during notified visiting hours i.e. 4:00 p.m. to 6:00 p.m.

Special Investigations like USG, CT, etc. are charged as per the rates approved by ACPMMC and revised from time to time.

Bed linen is changed at the time of admission, thereafter on every alternate day and also whenever required.

Food is served two times a day. The hospital dietary department provides all meals for the patient. The dietician plans the diet based on the therapeutic needs. Our kitchen is well equipped to serve good balanced vegetarian meals.

Day care facility is available for certain types of operations; day care chemotherapy; blood transfusion, dialysis, endoscopies and similar interventions.

## Operation Theatres:

The institute has fully equipped modern Operation Theatres, where all kinds of major and minor surgeries are performed using the latest techniques and technology.

For routine surgeries, the respective departments maintain Daily OT list, and operated But, in case of emergencies/urgencies, the out of turn surgeries are also performed, at the discretion at the treating doctors.

The patient should get his Pre-Anesthetic check up done in OPD during afternoon before getting admitted for operation and follow the instructions given by the treating Doctors.

## Laboratory Services

Emergency Lab - 24 hours, throughout the year, for all emergency investigations.

Routine Lab - Sample Collection Timings: - All Days - 8:00 a.m. to 4.00 p.m.

All type of routine and special investigations incl. Biochemical, microbiological, pathology and serology are done at ACPMMC Hospital.

## Blood Bank:-

ACPMMC has a licensed modern, state of the art Blood Bank that functions 24 hours a day and provides facilities for blood donation, storage, issue of blood and its components. Strict precautions are taken and testing is done to prevent any borne infection. If your patient requires blood transfusions, then you are requested to arrange healthy blood donors for donating blood in order to reduce shortage of blood.

## Blood Bank Processing Charges as per SBTC

Name Of Component	Processing charges
Whole Human Blood	800/-
Packed. Red. Cells	800/-
Platelets	400/-
Fresh Frozen Plasma	400/-
Blood Group & Cross Matching	80/-

## Miscellaneous Facilities

Ambulance facility is available to transfer patients to other hospitals or meet any exigency/disaster

## COMPLAINTS / GRIEVENCES:

There will be occasions when our services will not be upto your expectation.

Please do not hesitate to register your complaint. It will only help us serve you better.

There is a redressal forum that functions to attend to all grievances. Every grievance will be duly acknowledged.

## RESPONSIBILITIES OF 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.
- ✚ Please follow the rules and regulations of the hospital while inside the hospital campus.
- ✚ Please do not cause inconvenience to other patients by crowding or making noise unnecessarily.
- ✚ Please help us in keeping the hospital and its surroundings neat and clean.
- ✚ Please don't argue with security guards, show your passes when asked for & help maintain the order and peace inside the hospital premises.
- ✚ Please use the facilities of this hospital with care and do not damage/ spoil hospital property.
- ✚ The Hospital is a No Smoking, No Tobacco and Plastic Free Zone.
- ✚ Please refrain from demanding undue favors' from the staff and officials.
- ✚ Please provide useful feedback and constructive suggestions. These may be addressed to the Medical Superintendent of the Hospital.

ACPMMC and Hospital is a 500 bedded hospital equipped and providing comprehensive treatment and ultimate care for patients, coming from several part of rural North Maharashtra. We strive to provide the best treatment for patients with health issues that belong to all important medical fields such as Medicine, Dermatology, ENT, OBG, Ophthalmology, Orthopedics, Pediatrics, Psychiatry, Radio Diagnosis, Surgery and TB & Chest Disease. We provide health care facilities for patients from in and around Dhule and nearby districts. We strive to help the needy patients by offering them free treatment with the latest medical facilities.

The Central Laboratory at ACPMMC has diagnostic services from Haematology, Biochemistry, Microbiology, Pathology using advanced equipments to carry out investigations, analysis, cultures to provide accurate reports for appropriate medical treatment.



## **STANDARDS OF SERVICE:**

This is a non-profit charitable trust institution.

It provides medical care to all patients who come to this institute and trains the medical students and nursing students (both undergraduate and post graduates)

Standards are influenced by patient load and availability of resources; it is aimed to give all courteous and prompt attention to our users.

## **CASUALTY AND EMERGENCY SERVICES:**

The casualty functions round the clock all days.

Casualty Medical officer and resident Doctors are available 24 hrs all days.

Duty Doctors are available on call round the clock in all speciality

Trauma team is available 24 hrs all days which comprises of General Surgeon, Orthopedic surgeon, Anesthetists, Physicians, Blood bank technicians, Radiologist etc.

Emergency Cases are attended promptly. All the items required are made available during mass casualties.

In serious cases, priority is given to treatment/ management than paper work like registration and medico- legal cases. The decision rests with the treating doctor.

Emergency operation theatre is maintained on a regular basis to ensure that it is usable all times.

## **AMBULANCE SERVICES**

The hospital has a fully equipped and one non-equipped ambulances.

A team of trained and dedicated medical professionals, Emergency Technicians, Nursing personnel and trained drivers are always ready to handle all eventualities round the clock.

This facility is available 24 hours a day, on all days.

## **OUTPATIENT DEPARTMENTS:**

Timings: 9 AM to 4 PM.

Every outpatient seeking treatment at the hospital is registered prior to the consultation.

A case file is generated electronically for recording demographic information, history, symptoms, diagnosis and treatment being provided.

For every new patient a Unique MRD number will be generated.

If you have been registered previously, kindly quote your Medical Record Number, while taking an appointment.

Payments for all specialties can be made at the Main registration Counter.



## **PAYMENTS**

An advance payment has to be done at the time of admission; Final settlement of accounts will be requested when patient is to be discharged.

Payments can be made at the billing department round the clock. The hospital accepts payments in Cash and through demand drafts. Please note that the hospital does not accept cheques at the time of discharge.

Daily or alternate day bills are generated and send to the patient/bystander  
Charges for various tests and procedures are available, the Medical Director along with the in charge of Patient Service Department can waive off the charges.

## **MEDICINES & CONSUMABLES:**

Medicines and surgical consumables required for the treatment can be procured from the in-house pharmacy. A pharmacy is located in the hospital premises which functions 24\*7.

## **HOUSEKEEPING & LINEN:**

Hospital provides linen to wear for all admitted patients. In case of any difficulty you may contact the sister in charge of the floor.

## **FOOD SERVICES**

### **Canteen**

The canteen is open to visitors daily as well as for Staff from 7:00 a.m. to 10:00 p.m. The canteen is located at nearby premises of the hospital.

## **OTHER SERVICES & FACILITIES:**

Wheel Chairs and stretchers are available on request at any point from Patient Movement Service Department.

Lifts are available for access to higher floors in each floor.

There is a stand-by generator to cater to emergency services in case of breakdown of electricity.

Adequate drinking water and toilet facilities are available.

## **PATIENT SERVICES DEPARTMENT (MSW)**

Free/ Subsidies treatment facility is provided for patients according to their financial status.

## **GENERAL INSTRUCTIONS**

### **No Smoking / No Tobacco / No Plastic**

ACPMMC and Hospital is a “No smoking / Tobacco Free / Plastic free zone”. Patients and their attendants are strictly prohibited from smoking in the hospital premises.

### **Silence:**

Silence is essential in a hospital. Even minor noises can disturb people who are not feeling well, Visitors are requested to speak softly and avoid unnecessary noise. Attendants are advised to keep down the volume of mobile ringtone. Patient's relatives are advised not to crowd the area out-side the patient rooms. Hospital staff is under instruction to take necessary steps to prevent noise and crowding.

### **RESPONSIBILITIES OF THE USER:**

- ✚ 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.
- ✚ Please help us in keeping the hospital and its surroundings neat and clean.
- ✚ Please use the facilities of this hospital with care.
- ✚ Please refrain from demanding undue favours from the Staff and officials
- ✚ Please provide useful feedback and constructive suggestions.

