

# Citizen's Charter

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## **KPC MEDICAL COLLEGE AND HOSPITAL, JADAVPUR**

### **CITIZEN'S CHARTER**

**1F, Raja Subodh Chandra Mullick Road,  
Jadavpur, Kolkata, West Bengal 700032**

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## **OUR MOTTO**

*Holistic and Compassionate Patient Care*

## **Purpose of this document**

This charter is a handbook that lists the following

1. List of services provided to the public
2. Quality of services that they are entitled to
3. Procedure for complaints regarding poor quality of services (if any) provided by our hospital

## **About the Hospital**

KPC Medical College and Hospital (KPCMCH) is a state-of-the-art healthcare facility and educational institution established to serve the city of Kolkata and the larger community of West Bengal. The KPCMCH is a society and is registered under Section 4(2) of The West Bengal Societies Registration Act, 1961. The said society is formed by a non-profit foundation sponsored by the renowned orthopedic surgeon and medical entrepreneur Dr. Kali Pradip Chaudhuri. Under the guidance and leadership of Dr. Chaudhuri, the Society has established the KPC Medical College & Hospital which is affiliated to the West Bengal University of Health Sciences, approved by the Government of West Bengal and recognized by the medical council of India.

## **Standards of Service**

KPCMCH is committed to provide quality healthcare to all patients who approach the hospital at a very competitive price. The hospital caters to various segments of the society including the needy and underprivileged.

Standards of healthcare are influenced by patient volume and availability of supplies. The hospital is committed to maintaining a balance of both.

The Hospital strives to give prompt and courteous attention to all its users.

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## Inquiry

Central Enquiry & Registration office is located at the Central Reception in Block – 3 Enquiry counters. Help desk also exist in the OPD and Emergency areas.

Guide maps, Display boards are installed at various strategic locations.

Telephone numbers:

Central Enquiry: **+91 33 6621 1341 / +91 33 4044 3700**

Website – [www.kpcmedicalcollege.org](http://www.kpcmedicalcollege.org) contains detailed information on KPCMC&H

## General Information:

- ✓ *This Institution consists of:*
  - **Doctors: 373 (including Residents: 153)**
  - **Nurses: ~385 (including Supervisory staff)**
  - **Beds: 750 (including 57 ICU Beds, 6 NICU Beds, 4 PICU Beds)**
  
- ✓ *OPD registration and IPD registration is in block III during India business hours.*
- ✓ *Emergency operates from block I and is open 24\*7\*365*
- ✓ *Nurses are in uniform*
- ✓ *Wheel chairs, patient trolleys etc. are available free of charge at the entrance of OPD*
- ✓ *Lifts are available for higher floors*
- ✓ *Patients requiring medical certificates should apply for the same to the Medical Superintendent, KPC Medical College & Hospital, Kolkata, who will send it to the concerned department for issuing the same. Medical Treatment/Fitness and other such certificates of admitted patients issued by the consultants will be valid only if countersigned by the Medical Superintendent.*
- ✓ *There is a medical shop adjacent to the Central Reception in Block 3, where medicines are available.*
- ✓ *Patients should park their vehicle in the parking area inside the hospital campus. Otherwise it might be towed away.*
- ✓ *Chemist shop is available near block I of the campus*
- ✓ *Adequate drinking water and toilet facilities are available*
- ✓ *Standby generators are made available cater to emergencies in case of electrical failure*
- ✓ *For any help, please contact Dept. of Patient Co-ordination, Room -59 in Block – III*

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- ✓ This hospital is equipped with the following:
  - CATH LAB
  - EEG
  - ECG
  - CRITICAL CARE UNIT
  - PHYSIOTHERAPY AND OCCUPATIONAL THERAPY UNIT
  - DIALYSIS UNIT

## Casualty and Emergency Services:

Casualty and emergency services operate 24\*7\*365 days in a year. Resident doctors and emergency medical officers are available round the clock. Doctors are available in major specialties viz. Medicine, Surgery, Orthopedics, Pediatrics and Obstetrics & Gynecology. Consultants in general medicine and specialty departments are available on call. The decision to call a consultant rests on the advice of the treating doctor. Emergency has fully equipped Operation Theatre for any urgent surgery etc.

## Outpatient Services

Outpatient Services open from 8 AM and go until the last patient (per appointment) is seen for the day. Specialty Clinics operate from 10:30 AM to until the last patient (per appointment) is seen for the day. KPCMCH Provides discounted or free (as applicable) treatment to economically weaker sections of the society.

Type of OPD	Registration time	Consultation time	Charges
General OPD	8.00 AM. to 2.00 PM	Starting 9:00 AM	Rs 50/-
Specialty OPD	8.00 AM to 2.00 PM	Starting 10:00 AM	Rs 500/-
Super Specialty OPD	8.00 AM. to 2.00 PM	Starting 10:00 AM	Rs 600/-

The following OPD Clinics operate with renowned doctors who also serve as our faculty

1. GENERAL MEDICINE
2. DERMATOLOGY
3. NEURO MEDICINE
4. CHEST MEDICINE
5. CARDIOLOGY
6. DENTISTRY
7. E.N.T.
8. PAEDIATRICS

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9. ORTHOPAEDICS
10. PHYSICAL MEDICINE
11. GENERAL SURGERY
12. UROLOGY
13. OPHTHALMOLOGY
14. OBSTETRICS
15. GYNAECOLOGY
16. EMERGENCY
17. PSYCHIATRY
18. CARDIO-MEDICINE
19. NEURO-SURGERY
20. PLASTIC SURGERY
21. ANAESTHESIOLOGY (PAIN CLINIC)
22. PAEDIATRIC SURGERY
23. ONCOLOGY
24. C.T.V.S.
25. I.C.T.C.
26. RHEUMATOLOGY
27. DIABETES & ENDOCRINOLOGY
28. GASTROENTEROLOGY
29. PAEDIARIC ASTHMA
30. GERIATRIC CLINIC
31. DIABETES & MEDICINE
32. NEPHROLOGY
33. CHILD DEVELOPMENT CLINIC
34. CARDIOLOGY & MEDICINE
35. DIABETOLOGY

## Laboratory

Central laboratory operates round the clock in our hospital for our inpatient services. It provides all laboratory investigations to its users in a competitive price. Sample collection centre for blood, urine, stool etc.: **Room No.-016, Ground Floor**

Sample collection timings for outpatient services: **8.30 A.M. to 02.30 P.M**

Certain investigations are done on particular day only.

Patient should obtain the investigation report on the date/time given for collection of the same from the Report Delivery department located at **Block III**.

## Radiology

Radiology operates round the clock in our hospital. It provides all radiology services to its users in a competitive price.

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## **Blood Bank**

The hospital has a licensed, modern state of the art **Blood Bank that functions 24 hours** a day and provides facilities for blood donation, storage and issue of blood and its components. Strict precautions are taken and testing is done to prevent any blood-borne infection. Blood is usually issued on exchange basis and patient requiring blood should arrange for healthy blood donor for exchange of blood.

## **Inpatient Services**

### **Visiting Hours**

**Visitors** are allowed only during visiting hours i.e. from **11am-12 Noon & 4.30pm to 6.30pm**.

Every inpatient is provided with two attendant passes.

### **Wards**

The hospital maintains General Wards, Private Wards (with facility of air conditioning) and Cabins (with facilities of air conditioning, private toilet and bathroom, sofa, television etc).

Special wards like ICU, NICU and PICU etc. are equipped with modern gadgets and devices like ventilators, monitors, defibrillators, temporary pacemakers, nebulizers, incubators, syringe pump, Bi-pap etc. to provide quality medical care.

Indoor patients receive treatment by team of Resident Doctors and Nurses, available round the clock, under the supervision and guidance of Faculty Members of KPCMC&H.

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

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

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

### **Diet**

Two meals, breakfast and evening tea are served to the patients. Department of Nutrition caters to the needs of individual patient, if necessary.

### **Operation Theater**

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The hospital has fully equipped modern operation theatres where all kinds of major and minor surgeries are performed using the latest techniques and technology. Routine surgeries are done as per list maintained by the respective department(s). Dedicated Operation Theatre is available for Emergency surgeries round-the-clock.

## **Day Care**

Day care procedures are available. List is available with front office

## **Waste Disposal**

Waste Disposal per the established rules (**Biomedical waste management and handling rules, 1998**) and utmost care is taken to keep the premises neat and clean.

## **Complaints and Grievances**

You may lodge your complaints to the Medical Superintendent (Block – II, 2nd floor) or the Duty Officer in the Casualty. Every complaint will be duly acknowledged and sincere attempt will be made to solve the problem.

## **Responsibilities of user**

- ✓ 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 do not argue with security guards, show your passes when asked for and help maintain the order and peace inside the hospital premises.
- ✓ Please use the facilities of the hospital with care and do not damage/spoil hospital property.
- ✓ Do not indulge in any money transactions with touts and unauthorized persons.
- ✓ The hospital is a NO SMOKING ZONE. Please do not smoke in the hospital.
- ✓ Please refrain from demanding undue favors from hospital staff and officials.
- ✓ Please provide useful feedback and constructive suggestions. These may be addressed to the Medical Superintendent of the Hospital.

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