

Norms / Standards for Functions and Service Delivery at LHMC & Associated Hospitals

Lady Hardinge Medical College (LHMC), along with **Smt. Sucheta Kriplani Hospital (SSKH)** and **Kalawati Saran Children's Hospital (KSCH)**, adheres to prescribed **norms, standards, and service benchmarks** as laid down by the **Ministry of Health & Family Welfare (MoHFW)**, **National Medical Commission (NMC)**, and **relevant regulatory authorities** to ensure efficient delivery of health services, education, and administration.

1. Outpatient Department (OPD) Services

Parameter	Norm/Standard
OPD Timing	8:00 AM to 4:00 PM (Monday to Friday), 8:00 am to 1:00 pm on Saturday
Registration Time	Up to 12:00 PM (11:00 am on Saturday)
Average Patient Waiting Time	< 2 hours (target)
Specialist Consultation	Available as per schedule on notice board/website

2. Inpatient Department (IPD) Services

Parameter	Norm/Standard
Admission Time	24x7 in Emergency; elective during working hours
Ward Admission Ratio	Based on clinical need and bed availability
Treatment Cost	Free of cost in general wards (as per Govt. of India policy) <ul style="list-style-type: none">• Few radiological investigations have some charges as per approved rates• In private wards Beds are chargeable as per approved rates
Patient-to-Nurse Ratio	As per Indian Nursing Council norms (1:3 in general ward, 1:1 in ICU) * Subjected to availability of staff

3. Emergency Services

Parameter	Norm/Standard	
Availability	24 hours a day, 7 days a week	
First Aid & Triage Time	Within 10 minutes of arrival	
Emergency Response Time	Immediate attention for life-threatening conditions	
Duty Roster	At least one casualty medical officer round-the-clock, with the Residents. One Control room duty officer round the clock	

4. Diagnostic and Laboratory Services

Service	Norm/Standard
Turnaround Time (Routine Lab)	Within 24 hours
<ul style="list-style-type: none">Imaging Services (X-ray)	<ul style="list-style-type: none">Same-day for OPD/IPD patients, emergency within 1 hourCharges: Free of cost
<ul style="list-style-type: none">Ultrasound	<ul style="list-style-type: none">For USG, within 2-3 days for IPD patientsSame day for Emergency cases on recommendation of treating doctorFor routine/ OPD patients- 6-8 weeks (Preferences are given to pregnant woman, Senior Citizens and patients with disabilities)Charges: Rs. 150 for OPD and Rs. 75 for indoor patients (for USG) and for Doppler Rs. 250 for OPD patients and Rs125 for IPD patients
<ul style="list-style-type: none">CT Scan	<ul style="list-style-type: none">For Emergency Cases same dayFor IPD patients within one weekFor OPD/Routine patients 6-8 weeks (Preferences are given to pregnant woman, Senior Citizens and patients with disabilities)Charges: CT Head, Rs. 1000 for OPD and Rs. 500 for IPD patients. CT Whole Body, Rs. 2000 for OPD and Rs. 1000 for IPD patients.

	MRI <ul style="list-style-type: none"> • For Emergency patients: Same day • For IPD Patients: Within one week • For OPD patients: 6-8 months • Charges: OPD patients Rs. 2000 and for IPD patients Rs. 1500
Laboratory Accreditation	NABL guidelines followed (where applicable) working towards NABL Accreditation

5. Pharmacy Services

Parameter	Norm/Standard	
Availability of Medicines	Free medicines as per Essential Drug List (EDL)	
Dispensing Time	Within 30-45 minutes from valid prescription	
Pharmacy Timing	8:00 AM to 4:00 PM (Routine in OPD); 24x7 for Emergency	

6. Education and Training (Academic Standards)

Parameter	Norma/standards
MBBS& PG Intake	As Approved by NMC
Teaching hours and clinical rotations	As per NMC Norms
Faculty-to- student ratio	As per statutory requirement of NMC
Infrastructure and equipment	Must meet minimum standards laid by NMC

7. Nursing Care

Parameter	Norm/Standard	
Patient-to-Nurse Ratio	1:3 (general), 1:1 (ICU/NICU)	
Nursing Rounds	Every shift (3 times daily)	
Complaint Resolution	Within 24 hours/As per Grievance redressal guidelines	

8. Cleanliness, Sanitation, and Infection Control

Parameter	Norm/Standard
Cleaning Frequency (Wards)	3 times per day or as required
Biomedical Waste Management	As per Bio-Medical Waste (Management) Rules, 2016
Infection Control Protocols	As per Hospital Infection Control Committee SOPs

9. Grievance Redressal

Parameter	Norm/Standard
Grievance Box Availability	In OPD, MRD, Nursing Stations
Redressal Time	As per Grievance redressal mechanism/Norms
Nodal Officer	Appointed by Director

10. Right to Information (RTI) & Transparency

- RTI Act, 2005 is applicable.
 - Institutional Public Information Officer (PIO) designated.
 - Section 4(1)(b) disclosures (Suo Motu Disclosure) maintained on LHMC website.
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Conclusion

The services at LHMC & Associated Hospitals are delivered in accordance with **government-mandated norms, time-bound delivery standards, and patient rights frameworks**. Continuous monitoring and periodic reviews are undertaken to improve patient satisfaction and institutional accountability.
