

लेडी हार्डिंग मेडिकल कॉलेज एंव श्रीमति सुचेता कृपलानी अस्पताल, नई दिल्ली
LADY HARDINGE MEDICAL COLLEGE & S.S.K. HOSPITAL, NEW DELHI.
(दुर्घटना एवं आपातकालीन विभाग)
(DEPARTMENT OF ACCIDENT & EMERGENCY)

This is in reference of email dated 12th March 2019 at 14:48, regarding updation of citizen's charter of the Ministry MOHFW, Nirman Bhawan, New Delhi with received marks of director, LHMC. In this regard citizen's charter of LHMC & SSKH is mentioned below in brief.

This charter seeks to provide a framework which enables our users to know:

What services are available in this hospital, the quality of services they are entitled to, the means through which complaints regarding denial or poor quality of service will be redressed.

Standards of Service:

This is a General Hospital. It provides medical care to all patients who come to the hospital. Standards are influenced by patient load and availability of resources, which are generally under strain. Yet we insist that all our users receive courteous and prompt attention.

Location:

It is situated at Connaught Place in between Shahid Bhagat Singh Marg and Punchkuian Road. The entry to the hospital is from Baird road (KSCH) and from Punchkuian road along the metro track. The entry and exit This hospital has been allowed from all the gates of LHMC. LHMC has total strength of 1252 with 877 beds in SSKH and 375 beds in KSCH. The hospital LHMC & SSKH has 200 undergraduate students in each year. It also provides teaching facility for 452 post graduate students in various speciality. The strength of doctors and nursing staff for LHMC and SSKH is mentioned below

S. No.		Total no.of Dr.
01.	Senior resident	318
02.	CHS officers	299
03.	Nurses	700 approx.

Doctors wear white aprons and Nurses are in uniform. All Staff Members wear identity cards.

General Information

Enquiry Reception, and Registration Services:

This counter is functioning round the clock. One staff members are on duty on reception window. The window is for processing indoor admissions case sheet and issue of attendant pass. Location Guide Maps have been put up at various places in this hospital. Colour coded guidelines and directional sign boards are fixed at strategic points for guidance.

Telephonic enquires can be made over telephone no.011-23363728

Accident & Emergency Services.

These services are available at: -

1. Main Casualty is accessible from Gate No.6. on Punchkuian road along the metro track.
2. Gynae Casualty located opposite to veranda at the back of main casualty.
3. All Casualty Services are available round the clock.
4. Duty Doctor is available round the clock.
5. Consultant doctors are available on call from resident doctors.
6. Heads of Deptts. Are available on call from specialist, if required.
7. Emergency services are available for all specialities as listed in the OPD services.

8. Emergency operations are done in C. OTs located near main Casualty. It is functional round the clock.
9. In critical cases, treatment/management gets priority over paper work like registration and medico legal requirements. The decision rests with the treating doctor.

Type of Services:

OPD Services

Name of OPD	Time of Registration	Time of OPD
1. General Medicine	08:30am to 11:30am	09:00am to 01:00pm
2. Paediatrics	08:30am to 11:30am	09:00am to 01:00pm
3. Paediatric Surgery	08:30am to 11:30am	09:00am to 01:00pm
4. Surgery	08:30am to 11:30am	09:00am to 01:00pm
5. Eye	08:30am to 11:30am	09:00am to 01:00pm
6. ENT	08:30am to 11:30am	09:00am to 01:00pm
7. Skin & STD	08:30am to 11:30am	09:00am to 01:00pm
8. Obstetrics & Gynae	08:30am to 11:30am	09:00am to 01:00pm
9. Psychiatry	08:30am to 11:30am	09:00am to 01:00pm
10. Radiotherapy	08:30am to 11:30am	09:00am to 01:00pm
11. Neurology	08:30am to 11:30am	09:00am to 01:00pm
12. Rehabilitation	08:30am to 11:30am	09:00am to 01:00pm
13. Orthopaedics	08:30am to 11:30am	09:00am to 01:00pm
14. Pre Anaesthetic Clinic	08:30am to 11:30am	09:00am to 01:00pm
15. Dental OPD	08:30am to 11:30am	09:00am to 01:00pm
16. Special Clinics (ANC, PNC, Geriatric OPD, Diabetic Clinic, Pulmonary Medicine etc.)		
17. Homeopathic OPD (under Ministry of AYUSH)	08:30am to 11:30am	09:00am to 01:00pm
18. Ayurvedic OPD (under Ministry of AYUSH)	08:30am to 11:30am	09:00am to 01:00pm

In OPDs Specialists are available for consultation. OPD Services are available on all working days excluding Gazetted Holidays. On Saturdays, the hospital functions from 9 a.m. to 1 p.m. Geriatric OPD on all Sundays 9am to 11am.

Medical facilities that under process & presently not available

- Lithotripsy,
- Organ Transplantation,
- Cath lab services,
- Plasmapheresis,
- Brachytherapy,
- IVIRI,
- Linear Accelerator,
- Gamma Knife, Gamma Camera etc.

Laboratory Services

Routine:

Laboratory Services are provided in the field of:

- Clinical Pathology
- Histopathology including FNAC
- Cytology
- Bio-Chemistry
- Micro-Biology

- Haematology

In their respective departments located on the campus of the hospital.

There is a sample Collection Centre for receiving and collecting various specimens for testing. The timings for receiving specimens are 8 a.m. to 12.00 p.m.

Emergency:

Emergency Laboratory Services are available 24 hours for some important test relating to clinical pathology and Bio Chemistry.

Radio-diagnostic Services

Routine:

These services include:

- X-Rays
- Special X-Rays
- Ultrasound and
- CT Scan, MRI
- Routine X-Rays are done from 9 a.m. to 1 p.m. Ward X-Ray are done from 2pm to 4 pm
- Registration is done from 9 a.m. to 12.00 p.m.
- Special X-Rays are done from 2 p.m. to 4 p.m. on dates given for the particular X-Rays.
- Ultrasound examination is done from 9 a.m. to 4 p.m.

Emergency:

Emergency X-Ray services are also available round the clock. CT Scan services are also available round the clock.

IPD (Indoor Patient Services):

- 1) There are total of 877 beds providing free indoor patient care. Emergency Ward admits Emergency cases for medical, orthopaedic and surgical problems.
- 2) Emergency Ward has 8 bedded disaster ward for disaster management.
- 3) There is 4 Bedded Intensive Care Unit takes care of seriously ill patients.
- 4) There are two labour rooms (main labour room & Maternity 4) for conducting deliveries round the clock, separate E-room for management and delivery of PIH patient, and separate room for delivery of HIV & HBsAg positive patients.
- 5) One nursery and One NICU provide necessary care to the new-borns-normal as well those born with disease.
- 6) All indoor patient receives free treatment.
- 7) Free diet is provided to all patients admitted in the wards according to their dietary requirement.
- 8) Every patient is given one attendant pass.
- 9) Investigation like CT Scan, Ultra Sound, Barium-meal, ECHO, TMT etc. are charged for as per Govt. approved rates.
- 10) For poor patients, these charges can be waived partially or fully on the recommendation of the treating doctor, medical social worker and the Additional Medical Supdt.
- 11) Staff Nurses are on duty round the clock in all the wards.
- 12) Admitted patients should contact the Staff Nurse for any medical assistance they need.

Offer Facilities:

Other facilities available include:

- 1) Cold Drinking Water
- 2) Wheel chairs and trolleys are available in the OPD and Casualty.

- 3) Ambulances services are available round the clock.
- 4) Public Telephone Booths are provided at various locations.
- 5) Stand-by Electricity Generators have been provided.
- 6) Amrit pharmacy is available in the hospital.
- 7) Hospital Canteen for patients and their attendants is available.
- 8) Lifts are available for access to higher floors.
- 9) Adequate Toilet Facilities for use of patients and their attendants are available.
- 10) The Hospital campus is Divyang friendly.

Complaints & Grievances:

There will be occasions when our services will not be up to your expectations. Please do not hesitate to register your complaints. It will only help us serve you better: There is a designated medical officer whose name and location is displayed in the hospital for attending to all grievances. Every grievance will be duly acknowledged. We aim to settle your genuine complaints within required working days of its receipt. Suggestions/Complaint boxes are also provided at various locations in the hospital. If we cannot, we will explain the reasons and the time we will take to resolve. A public grievance committee exists in DGHS on issues which are not resolved within the hospital.

Grievance officer Dr.Kiran Kapoor (AMS),
Room No. DMS office in old building SSKH,
Phone no. 011-23408253, 23408254, 9868335064
email Id. complainsandgrievanceredressal@gmail.com.

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. ON an average, 12,00,000 patients attend the OPD annually and about, 1,50,000 patients are attended annually in the Casualty and Emergency Wards. Please help us to keep the hospital and its surroundings neat and clean. Please use the facilities of this hospital with care. Beware to touts. The Hospital is a No Smoking Zone. Please refrain from demanding undue favours from the staff and officials. Please provide useful feedback and constructive suggestions. These may be addressed to the Director of the Hospital.