



सत्यमेव जयते

भारत सरकार

GOVERNMENT OF INDIA

स्वास्थ्य सेवा महानिदेशालय

DIRECTORATE GENERAL OF HEALTH SERVICES

लेडी हार्डिंग मेडिकल कॉलेज एव् श्रीमती सुचेता कृपलानी हॉस्पिटल, नई दिल्ली

LADY HARDINGE MEDICAL COLLEGE & SMT. S. K. HOSPITAL, NEW DELHI



Lady Hardinge Medical College

RTI Suo Moto Disclosure

The norms set by it for the discharge of its functions

(i). Nature of functions/services offered:

The following are the main category of services that are offered:

- Emergency, outpatient and inpatient care.
- Laboratory services for investigation (functioning 24 hrs basis for inpatients).
- Imaging facility (X-Ray, Ultrasound, EEG, ECG, CT Scan & MRI).
- Stand-alone Intensive care units for newborn and children, adolescents.
- Free medicines from dispensary.
- Special clinics
- Training to students, faculties of medical and nursing cadres.
- Emergency ambulance and referral services.
- Benefits through Govt. Run projects e.g. AB-PMJAY, RAN etc.
- Research in health and quality improvement initiatives.
- Center of excellence for paediatric HIV cases.
- Thalassemia day care center.
- Skill lab-Obstetrics & Gyane.
- Physical Medicine and Rehabilitation for both adult and Paediatric population.

Also super-speciality courses are run in the Department of Neonatology and Paediatric Surgery.

(ii). Norms/standards for functions/service delivery:

The Mentioned services are all as a part of the primary responsibility of a tertiary level Central Govt. Hospital and the norms are decided in the light of Universal Health Care standards as adopted by the Ministry of Health and Family Welfare from time to time.

(iii). Process by which these services can be accessed:

Patient care is free of cost and can be accessed as OPD, Inpatient or as a part of emergency service as the case may be. Facility of both online registration (ORA) and offline counter based registration are available. Other services are advertised as per Govt. norms and accordingly facility is provided.

(iv). Time-limit for achieving the targets:

Healthcare is an ongoing process and every endeavour is made to maintain standard and quality of services provided.

(v). Process of redress of grievances:

There is a robust system of responding to grievances as follows:

- Complaints at the departmental level are sorted via the administrative officials.
- Complaints at the patient care level are sorted by the Departmental Heads (HODs)
- There is a Grievance officer who looks after all the grievances, both departmental and on the public portal.
- The entire hospital & college premises are under CCTV monitoring round the clock.