CITIZEN CHARTER FOR GOVT. GENERAL HOSPITAL, YANAM

1) Access to services

- Medical care to **all the patients** who comes to hospital
- **24hrs × 7 days** Emergency services

2) Standards of services

- This hospital provides quality of service on the minimum assured services set by Indian Public Health Standards (**IPHS**).

3) Your Rights in the hospital

- Right to access to all the services provided by the hospital.
- Right to information-including information relating to your treatment.
- Right for privacy and confidentiality.
- Right to religious and cultural freedom.
- Right for safe and secure treatment.
- Right for grievance redressal.
- Right to Emergency care

4) General information

Beds	100
Doctors (Including Specialist)	11+12=23 Specialist
Head Nurses	2
Staff Nurses	61+3 NRHM
Public Health Nurse	NIL
Lady Health Visitor	1
ANM	19+8 NRHM
Ambulances	4

Multi Specialty OPD	**Indoor Treatment/ Wards**	**24 Hrs Emergency**
Radiology (X-Ray, ECG, CT- Scan, Ultrasound)	**MCH Services (Including High Risk Pregnancy)**	**Pharmacy (8.00- 01.00)**
ICU (Intensive Care Unit)	**Operation Theater**	
Family Planning Services	**Medico Legal and Post Mortem Services (Mortuary Services Available)**	**24 Hrs Ambulance**
Immunization	**Dentistry**	**Physiotherapy**
	ICTC services	**Counseling services**
		Special Clinic

Immunization Day:

DAY	TIME	BUILDING	ROOM NO.
Thursday	11.30 am to 1.30 pm	1st floor	

Visiting hours for patient:

Morning: 6.30am to 7.30am

Afternoon: 12.00pm to 1.00pm

Evening: 4.00pm to 6.00pm

5) Enquiries and Information

- Enquiry counter is located at Casualty.
- **Phone no.** for telephone enquiry (24 hours service): 0884-2321424

6) Emergency Services Facilities

- All emergency services are available round the clock
- Specialist doctors (General Surgery and Dental Doctor) on call from resident doctors.
- Medico legal services are available
- Referral services to higher center in case facilities for treatment are Not available in this hospital.
- Round the clock ambulance services with basic life support.
- In serious cases, Treatment/ Management get priority over paper work like registration and medico-legal requirements. The decision rests with the treating doctor.

7) Indoor Patient Services

There are following wards in the hospital.

General ward	Bed available
Male Medical Ward	15
Female Medical Ward	12
Ortho Ward	3
Male Surgical Ward	13
Female Surgical Ward	6
Post Operative Ward	9
Maternity Ward	11
Paediatric Ward	10
Casualty	6
Burns ward	2
ICU	4
Acid Burns	2

Note: Presently Medical and surgical ward functioning as Covid care ward.

Intensive Care Ward

ICU	4 bed
Oxygen Bed	75 bed
Ventilator	11

Facilities for IPD patients

- All patients admitted in wards of the hospital are treated free of cost.
- Free diet 3 times a day as per requirements of the patient.
- 24 hours nursing services.
- 24 hours availability of duty doctor.

8) OPD Services

OPD services are available on all working days excluding Sundays and Gazetted holidays.

Timing

Monday to Saturday: 8am – 11am

Department	Name of Doctor	Room No
General Medicine	Dr. Jagan Mohan	19
General Surgery	DR. Amit Das Dr. Deepika	12
Obstetrics & Gynaecology	Dr. Amrutha Dr. Meenakshi	6
Paediatrics	Dr. Siddu Kumar Dr. Ramesh	38
Eye	Dr. Sri Vidya	33
ENT	Dr. M. Sridhar	9
Orthopaedics	Dr. Lakshmi Narayana	4
Dental	Dr. Y. Sathish (Dental Surgeon)	11
Pulmonology	Dr. Prithvi	18
Anaesthesia	Dr. Sandeep	23

9) Diagnostic Services

- Tests are free for all patients.

➢ **Laboratory Services**

Department	Day	Timing
Laboratory	On all working days excluding Sunday and Holiday	Monday to Friday: 8am to 1pm

Routine tests are done in following specialities:

- Bio-Chemistry
- Micro Biology
- Pathology

➢ **Radio Diagnostic Services**

Department	Day	Timing
X- Rays Ultrasound CT-Scan	On all working days excluding Sunday and Holiday	Monday to Friday: 8.00am to 2.00pm Saturday: on call

➢ **Cardiology Diagnostic Services**

- ECG

10) Complaints and Grievances

- We aim to settle your genuine complaints within **7** days of its receipt.
- Suggestions/ Complaint Boxes are also provided at office in the hospital.
- If we cannot, we will explain the reasons and the time we will take to resolve.
- Name, Designation, and Telephone Number of the Nodal Officer concerned.

  Dr. K. Satyanarayana
  Deputy Director-cum- Assistant Director
  Telephone Number: 6302193793

11) Your Responsibilities

- Please do not cause inconvenience to other patients
- Please help us in keeping the hospital and its surrounding neat and clean.
- Beware of Touts, if you find any such person in premises tell the hospital authorities.
- The hospital is a "No Smoking Zone" and Smoking is a punishable offence.
- Please cooperate with the hospital administration for normalizing the situation in case of an emergency.
- Please provide useful feedback and constructed suggestions. These may be addressed to the Head of the Office of the hospital.
- Try to avoid bringing plastic items to the hospital.

Following services/scheme are implemented in this hospital for the benefits of the people

Name of the schemes/ services	Broad objective of scheme	Eligibility criteria	Amount of financial assistance (If any)	No. of days required to deliver
Compensation for family planning (Female)	To promote family planning	Family planning operation (Tubectomy) at Govt. Hospital, Yanam.	Cash assistance of Rs. 600/- to SC/ST/BPL and other category Rs. 300/- to the acceptor.	Directly distributed through Bank.
Compensation for family planning (Male)	To promote family planning	Family planning operation (Vasectomy) at Govt. Hospital, Yanam.	Cash assistance of Rs. 1100/- to the acceptor.	Directly distributed through Bank
AB- PMJAY (Ayushman Bharath – Pradhan Mantrri Jan Arogya Yojana)	To help poor people	BPL family	Cash assistance of Rs. 5, 00,000 / Per Family /per year. Free treatment for the patient who referred to AB – PMJAY Empanelled Hospitals	Directly distributed to Empanelled Hospitals by the State Health Agency
Janani Suraksha Yojana	To promote Institutional delivery and reduction of MMR & IMR	Either parent should be residence of UT of Yanam. Delivery taken place at Govt. Hospital, Yanam. For SC/ST/BPL	Cash assistance of Rs. 600/- to the delivered mother	Directly distributed through Bank
Janani Shishu Suraksha Karyakram	To promote Institutional delivery and reduction of MMR & IMR	Delivery taken place at Govt. Hospital, Yanam	Free and Zero expense Delivery and Caesarean Section. Free and zero expense treatment for sick newborn till 30 days after birth Cash assistance of Rs. 500/- to the delivered mother	Directly distributed through Bank
Issue of Fitness Certificate/ Medical Certificate	-	Taking treatment from this health institution	-	Within one day
Issue of Handicapped Certificate	-	-	-	Within one day