



# KRISHNA INSTITUTE OF MEDICAL SCIENCES DEEMED UNIVERSITY, KARAD.

(Declared U/s 3 of UGC Act, 1956 vide Notification No. F.9-15/2001-U.3 of the Ministry of Human Resource Development, Govt. of India.) Karad, Dist. Satara (Maharashtra State) Pin : 415 110 Tel : 02164-241555-8 Fax : 02164/243272/242170  
Website : [www.kimsuniversity.in](http://www.kimsuniversity.in) E-mail : [contact@kimsuniversity.in](mailto:contact@kimsuniversity.in)

## CITIZEN CHARTER OUR MOTTO – HEALTH CARE WITH HEALING TRUST

### **1.PREAMBLE:**

**Karad is a small but upcoming town in Satara Dist. It is situated on the banks of the confluence of Krishna & Koyna Rivers. It is on Pune – Bangalore National highway No.4 and is well connected to other cities by road & rail.**

**Krishna Charitable Trust the sponsoring society of KIMS was established by social reformer and visionary late Hon'ble Shri Jayawantraoji Bhosale with the objective of providing Health care to the Rural masses in 1974.**

**Krishna Institute of Medical Sciences, Karad was established in August 1984 with an intake of 100 students for MBBS. Postgraduate courses were started in 13 disciplines in 1991.**



**This charter provides a framework which enables our users to know**

**Locations:**

Krishna Institute of Medical Sciences, Karad is located on National Highway-4 Near Karad Dhebewadi Raod, Malkapur Karad.

**VISSION**

To promote globally competitive training in the field of medicine with emphasis on need based sciences and technology and contribute towards excellence in the field of medicine

**MISSION**

To prepare competent manpower with sound knowledge and excellent through quality education to inculcate scientific temper moral and ethical values.

**OBJECTIVE**

This Citizen's Charter is an expression of our commitment towards improving our services offered and make them more efficient and responsive and at the same time making our working more transparent to our valued patients. This Citizen's Charter is an attempt to bring the institute closer to the in the society. This Charter enables our users to know:

- The services available in this institute.
- 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 institution is involved in teaching of medical education and multispecialty patient care.
- It provides the best medical care to all patients attending this hospital;
- Standards are maintained in patent care with all available resources;
- We insist that all our patient/relative receive courteous and prompt attention.

## **GENERAL INFORMATION:**

**The institution has :**

- Doctors : 457
- Nurses : 797
- Beds : 1125

## **Enquiry, Reception and Registration Services:**

These counters are functioning round the clock.

## **ENQUIRIES**

- Location guide map is available and directional signboards are fixed in each floor.
- Enquiry counter exists at the reception (ambulatory entrance and main entrance)
- Hospital enquiry hotline works round the clock. Phone no: is 02164-241555-8  
Fax No. (02164) 242170
- Public Relation officer helps the patient at the OPD entrance.

## **Casualty & Emergency Services:**

All Casualty Services are available round the clock.

- Duty Doctors are available round the clock.
- Specialist doctors are available on call from resident doctors.
- Emergency services are available for all specialties as listed in the OPD Services.
- Emergency Operations are done in- O.T. located on 1<sup>st</sup> floor of hospital building.

Emergency Operation Theatre is functioning round the clock. In serious cases, treatment/management gets priority over paper work like registration and medico-legal requirements. The decision rests with the treating doctor.

### **OPD Services:**

**Various outpatient services available in the hospital are detailed below :**

### **OPD Place Time of Registration Time of OPD – 9:00AM to 5:00PM**

General Medicine

Pediatrics

General Surgery

Obstetrics & Gynecology

Eye

ENT

Skin

Psychiatry

Orthopedics

Plastic Surgery

Neuro surgery

Urology

Dental OPD

In OPDs specialists are available for consultation.

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

### **Laboratory Services:**

Laboratory Services are provided in the following departments:

- Bio-chemistry
- Microbiology
- Hematology
- Cytology
- Histopathology including FNAC
- Blood Bank
- Molecular Biology
- Serology
- Cytogenetics

## **COLLECTION OF SPECIMENS**

- All Days 08.00 A.M. to 05:00 P.M. on working days
- Sundays and other Holidays closed.
- Reliability and promptness of laboratory results is ensured as tests are done by automatic machines.
- Reports are made available within the shortest possible time, which will be specified.

There is a Central Collection Centre for receiving and collecting various specimens for testing. The timings for receiving specimens is 9:00 AM to 5:00 PM & in OPD-Round the clock in indoors.

**Emergency:** Emergency Laboratory Services are available 24 hours for limited tests relating to clinical pathology and bio-chemistry.

## **Radio Diagnostic Services:**

**Routine:** These services include: X-Rays, ultrasonography, MRI & CT Scanning

All services are available round the clock.

## **BLOOD BANK**

- Open for 24 hours and caters to external request also
- A licensed blood bank is available in the hospital working for 24 hours to cater to the requirements of the patients and also external requests.
- Blood is screened for HIV, HBV and HCV, VDRL before issue.

## **FACILITIES:**

This hospital provides the following superspeciality services:

1. Cardiothoracic Surgery
  2. Plastic & Reconstructive surgery
  3. Urology & kidney transplantation
  4. Neurosurgery
- PHYSIOTHERAPY AND OCCUPATIONAL THERAPY UNIT
  - DIALYSIS UNIT
  - 64 SLICE CARDIAC CT
  - LINEAR ACCELERATOR
  - NEONATAL INTENSIVE CARE UNIT

Charges for various tests are available at the cashier counter. For poor patients, the Medical Director can waive off the charges.

### **Indoor Patient Services:**

- ❑ There are total of 28 Wards providing indoor patient care.
- ❑ There is a 12 bedded Intensive Care Unit SICU – 12, NICU – 20, PICU – 5 for care of seriously ill patients.
- ❑ A 5 Bedded Intensive Coronary Care Unit takes care of heart patients requiring intensive treatment.
- ❑ There is 3 labour rooms for conducting deliveries round the clock.
- ❑ 22 Nurseries provide necessary care to the new-borns.
- ❑ All indoor patients receive treatment under the guidance and supervision of senior faculty.
- ❑ Outside office hours, treatment is given by doctor on duty in consultation with seniors and specialists are available on call.
- ❑ Free diet is provided to 30% patients
- ❑ Every patient is given one attendant pass.
- ❑ Visitors are allowed only between 11.30 PM to 12.00 PM & 5:00 PM to 5.30 PM.
- ❑ Admitted patients are requested contact the Staff Nurse for any medical assistance they need.

### **Other Facilities:**

#### **Other facilities available include:**

Cold Drinking Water, Wheel chairs and trolleys are available in the OPD and casualty. 03 Ambulances are available to pick up patients from their places (on payment of nominal charges) and also for discharged patients. Mortuary Van is available on payment, round the clock. Stand-by Electricity Generators have been provided. Chemist Shops are available inside the hospital. Canteen for patients and their attendants is available. Lifts are available for access to higher floors. Adequate toilet facilities for use of patients and their attendants are available

### **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. Every grievance will be duly acknowledged. We aim to settle your genuine complaints within 10 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 your grievances.

Name, designation and telephone number of the nodal officer concerned is duly displayed at the Reception.

## **GENERAL INSTRUCTIONS**

### **Smoking**

- ❑ KIMS is a “No smoking zone”. Patients and their attendants are strictly prohibited from smoking in the hospital premises.

### **Silence:**

- ❑ Silence is essential in a hospital. Even minor noises can disturb people who are not feeling well. Visitors are requested to speak softly and avoid unnecessary noise. Patient’s relatives are advised not to crowd at the area out-side the patient rooms. Hospital staff is given instructions to take necessary steps to prevent noise and crowding.

### **Parking:**

- ❑ Please ensure that vehicles are not parked in “**No parking area**” and they do not hinder emergency cases from immediate and quick access to the emergency department.

## **RESPONSIBILITIES OF THE USER:**

- ❖ The success of this charter depends on the support we receive from our users.
- ❖ Please help us in keeping the hospital and its surroundings neat and clean.
- ❖ Please use the facilities of this hospital with care.
- ❖ Please refrain from demanding undue favors from the Staff and officials
- ❖ Please provide useful feedback and constructive suggestions.