

CITIZEN'S CHARTER

Dear citizen,

You are welcome to AIIMS Raipur, one of the premier medical institutions of our nation. AIIMS Raipur is committed to provide high quality services and medical care to each and every citizen coming to AIIMS Raipur. In line with our mandate, we at AIIMS Raipur strive hard to provide comprehensive, high quality tertiary care services (specialty and super-specialty services) to our users. However, there may be some challenges faced due to extreme patient load and limited resources.

The purpose of this Charter is to enable our users to be informed about the various services available at AIIMS Raipur and the quality of services they are entitled to and information will also be available about mechanisms to provide feedback for any deficiency in services.

Salient features of AIIMS Raipur

- General information
- Trauma and Emergency Services
- Outpatient services
- Indoor services
- Complaint and Grievances
- Responsibilities of users

Please help us to serve you better. Facilities available are subject to change

GENERAL INFORMATION

LOCATION: AIIMS Raipur is located at G.E. Road, Tatibandh, Raipur, Chhatisgarh

TOTAL NUMBER OF BEDS, DOCTORS, NURSES ETC:

- The hospital has a total of 960 sanctioned beds (Including Trauma and Emergency wards)
- There are more than 650 doctors (including Faculty members & Residents) and more than 1200 Nursing Personnel (DNS, ANS, SNO & Nursing Officers).

ENQUIRY AND INFORMATION ABOUT AIIMS:

- Trauma and Emergency telephone number -0771-2577293
- Help desk & Hospital Enquiry (Central dome)- 0771-2572240 (Monday – Friday: 08.00AM to 04.00PM, Saturday: 08.00 AM to 12.30PM)
- Reception counters/help desks also exist in the OPD areas at various locations, where one can enquire and seek help in case of any problem.
- Services of Medical Social Welfare Unit are also available in Ground floor, C Block, where Medical Social Service Officers are available for any help.
- Website - <https://www.aiimsraipur.edu.in>, Email- ms@aiimsraipur.edu.in

PARKING:

- Basement parking facility is available from Gate No. 1 (Basement of Ayush-PMR building) and from Gate No. 4 (Basement Parking). Open parking is also available in front of Central Dome, near Gate no 4, Near Trauma building, Opposite Amrit Pharmacy (Near Gate no 1).

Trauma & Emergency Services

- Trauma and Emergency services are available from Gate No. 2 of AIIMS Raipur. It is operational 24 X 7 X 365 for all trauma and emergency patients.

AIIMS OPD Appointment System:

- One can get online appointment for OPD consultation through the AIIMS Raipur Swasthya App or <http://www.ors.gov.in/> with or without AADHAR number. Patient's can also get registration/OPD appointment through the offline mode. For offline registration, patient or any representative of patient needs to come to the Central dome, Gate No. 4, AIIMS Raipur during OPD hours. During the registration process, new patients will get appointment as well as Unique Health Identification (UHID) number. Appointment for subsequent visits can also be sought through the same method as mentioned above.

Help for Poor Patients:

- All available routine investigations are done free of cost for patients holding Below Poverty Line (BPL) ration card (as per the guidelines of Government of India and state government). For other needy/indigent patients, on recommendation of treating Doctor and assessment & recommendations by the Medical Social Service Officers, the hospital charges may be waived off by Medical Superintendent or his nominee. Eligible patients can also avail free treatment under the PMJAY-Ayushman Bharat Scheme, as per the available packages. For this purpose, one can contact Ayushman Bharat desk/Medical Social Welfare Unit/Help desk.

TRAUMA AND EMERGENCY SERVICES

- **Phone Number of Trauma and Emergency:-** 0771-2577293 (24X7)
- **Location:** - Ground floor, Trauma and Emergency block, accessible from AIIMS Gate No. 2, GE Road, Tatibandh, Raipur.
- Services related to Trauma and Emergency are available 24X7, throughout the year.
- Anyone with urgent medical problem can seek consultation/treatment in the Emergency.
- If Doctors decide that you need urgent medical intervention, you will be registered at the Emergency Registration counter and free of charge and proper medical care will be provided promptly.
- Emergency has dedicated team of Senior Residents from major specialties (i.e. Emergency Medicine, orthopedics, Surgery, Obstetrics & Gynecology and Pediatrics) and Junior Residents, Nurses, Paramedics and Hospital Attendants etc. to provide urgent medical services.
- We endeavor to provide medical care (including Investigations & treatment) at the earliest possible time.
- In serious cases, treatment/management gets priority over paper work like Registration/Medico- Legal requirements.
- Emergency has fully equipped Operation Theatre for any urgent surgical procedures.
- The Emergency is fully equipped with all modern gadgets like monitors, ventilators, nebulizers, defibrillators, central O2 and central suction supply etc.
- All urgent investigations like Hemogram, Blood Biochemistry, Urine analysis, Cardiac biomarkers, Blood Gas Analysis, ECG, USG, X-ray, C.T. Scan, etc. are available for casualty patients round the clock.
- All medicines and surgical items available in Emergency are provided free of cost.
- Facilities like patient trolleys are available at the entrance of Emergency.
- Public utilities like toilets, drinking water, ATM, Canteen , waiting area, fans, chairs etc. are available.

OUT PATIENT DEPARTMENT (OPD) SERVICES

Location: - OPD services are available at B to D Block ground and first floor of main hospital building (from Gate No. 4) and in Ayush-PMR building (Gate No. 1).

Registration Timing	Consultation Time
8 AM to 11.00 AM	08.30 AM to 01.30 PM

- OPD Card costing Rs. 10/- can be purchased from the registration counter, OPD ground floor, Dome 2 (Central dome). Tokens for the same are available at main Gate of Central dome. After this, you should get yourself registered at registration counter situated at Central dome, as per your token number for respective OPDs.
- Patient have right to consult any doctor/ consultant. For seeking appointment with any consultant on his OPD days, you may go through the registration process.
- Patients are seen on first come first serve basis. However, out of turn consultation may be provided in case of emergency or to senior citizens.

Investigations: After OPD consultation, the treating doctor will fill up the requisition forms for various investigations & direct/guide you to the concerned lab /department.

- Sample collection centre for Blood, Urine, Stool etc. – Dome 1, A-1, Ground Floor.
 - Sample Collection Timings are: - 7:00 a.m. to 04:00 PM (Monday to Friday) and 07:00 to 01:30 PM (Saturday).
 - Certain specialized investigations are done on particular days only.
 - The reports are normally available on the next OPD day.
 - Certain investigations are done free of charge while others are charged as per the prevailing norms fixed by Government.
- Patients should deposit the money only at the designated hospital Cash Counters and obtain the proper receipt.

- Due to excess work load, waiting period exists for certain investigations like MRI, CT, USG etc., patients are given dates by the concerned departments. However, these may be done out of turn in urgent situations; on recommendation of the treating doctor.
- Many facilities are provided at OPD level e.g. ECG, Plaster, Injection & Immunization, Contraception and MTP Services, Minor Surgical Intervention, Physiotherapy, Bronchoscopy etc.
- Medical fitness / Medical examination and other such certificates are issued after paying the requisite fees. For this purpose contact the Central Registration Office, Ground floor, Central dome (Dome 2).
- The decision to admit a patient rests with the treating doctor. The patient will be admitted only if a vacant bed is available. But, in case of emergency, out of turn admission may be done.
- Wheel chairs, patient trolleys etc. are available free of charge at the Central Dome (Dome 2) and Trauma and Emergency entrance gate.
- All OPDs have waiting hall with chairs, TVs, lifts, ramp for disabled persons, public utilities like drinking water & toilets etc. at each floor and wing.
- To meet day-to-day needs of patients, there are Canteens located in D block and Trauma & emergency block.
- Presently there are 04 Govt. Pharmacy Shops (Amrit Pharmacy & Jan Aushadhi Kendra) running in AIIMS Raipur hospital premises providing medicine & consumables at subsidized rate. One at Gate no. 1, another one in Gate No. 2, Lower Ground Floor of Trauma & Emergency Block and rest 02 Medical shops are available at Gate No.4, Basement of Central Dome (Dome 2).

INDOOR SERVICES

- Patients getting admitted at AIIMS Raipur have to deposit bed charges in advance for 10 days at the rates approved by the Government from time to time; at present ₹375/- (₹ 350/- advance for 10 days and ₹ 25/- Registration) for General ward and ₹20,200/- (₹ 20,000/- advance for 10 days and ₹ 200/- Registration) for Private ward. This entitles them for doctor consultations, certain basic investigations, life saving medicines and surgical items, diet, linen, I.V. fluids etc. Private ward patients are charged additionally for specific investigations, procedures, operations etc. food charges extra
- Private wards are available; allotments are done after recommendation of treating doctor. A waiting list is maintained and the private room is allotted as per the waiting list.
- All In-patients receive treatment by team of Resident Doctors and Nurses, available round the clock, under the supervision and guidance of Faculty Members of AIIMS Raipur.
- Hospital Attendants are available in different wards to help in patient care and related activities.
- All the wards are fully equipped with modern gadgets & equipments e.g. ventilators, monitors, defibrillators, nebulisers, Central O2 & suction supply etc. to provide top quality medical care.
- Indoor services have Central air conditioning, hot and cold water, toilets, portable X-ray machines, ECG services, Generator back up, emergency lights, internal telephone and chairs for attendants.
- Waste disposal is done as per the established rules (Biomedical waste management and handling rules) and utmost care is taken to keep the premises neat and clean.
- Every Inpatient is provided with one attendant and one visitor pass. Visitors are allowed only during notified visiting hours i.e. 12.00. pm to 01.30 pm and 06.00 p.m. to 07:00 p.m.
- For very poor patients, on recommendation of treating Doctor and socio-economic assessment and recommendations of Medical Social Service Officer, hospital charges may be waived off by Medical Superintendent / his nominee.
- Entitled patients can avail the benefits of PMJAY- Ayushman Bharat scheme.
- Bed linen is changed at the time of admission, thereafter daily and also whenever required.
- Food is served three times a day. Also, Tea is provided in the morning, under the supervision of Dietetics Department.

- Destitute unattended patients are provided attendants from hospital, drugs & surgical items are provided from hospital and all hospital charges are waived off. Medical Social Service Officers facilitate and coordinate such cases for financial assistance and also help in rehabilitation to some destitute home after discharge from hospital.
- Short Admissions requiring stay for less than 24 hours are done for minor illness/some investigations/Interventions. At present the admission charges for the same are Rs. 60/-
- Day care facility is available for certain types of therapies and procedures: chemotherapy; blood transfusion, dialysis, endoscopies and similar interventions etc.

Operation Theatres

- The institute has fully equipped state of art modern Operation Theatres, where all kinds of major and minor surgeries are performed using the latest techniques and technology.
- For routine surgeries, the respective departments maintain waiting list. Patients are called and operated upon as per the waiting list. But, in case of emergencies/urgencies, out of turn surgeries are also performed, at the discretion of the treating doctors.
- The patient should get his Pre-Anaesthetic check-up done before getting admitted for operation and follow the instructions given by the treating Doctors.
- The hospital has fully equipped CCU (at Trauma & Emergency, 2nd Floor) main ICUs (at 4th Floor, C-C1 & D wing) to provide expert ICU care and HDU (2nd Floor, C1 wing). There are also ICUs/HDUs in many wards of main hospital. Patients requiring urgent ICU care are admitted to ICUs at the discretion of treating Doctors. AIIMS Raipur has also fully equipped NICU (at 1st floor A wing) and PICU (at 2nd floor C wing).

Laboratory Services

- Emergency Lab - 24 hours, throughout the year, for all emergency investigations.
- Routine Lab - Sample Collection Timings: - Weeks Days - 07:00 a.m. to 04:00 p.m. and Saturday - 07.00 a.m. to 01:30 pm.
- All type of routine and special investigations including Biochemical, Microbiological and Pathology are done at AIIMS Raipur.

Blood Bank: - AIIMS Raipur has a licensed modern, state of the art Blood Bank that functions 24 hours a day and provides facilities for blood donation, storage, issue of blood and its components. Strict precautions are taken and testing is done to prevent any transfusion transmitted infection. If your patient requires blood transfusions, then you are requested to arrange healthy blood donors for donating blood in order to reduce shortage of blood.

MORTUARY SERVICES

- For keeping dead bodies, sufficient body storage capacity is available in the AIIMS Raipur Hospital mortuary.
- Bodies of persons who die while under treatment at AIIMS Raipur are stored in the mortuary on the written request of the next of kin at no cost. Bodies of persons dying in other hospitals may also be considered to be stored in the AIIMS Raipur mortuary subject to availability of storage space, on written request of the next of kin accompanied by certificate of cause of death issued by the concerned hospital, showing the death as non-medicolegal. No charges will be levied for storage of dead bodies in the AIIMS Raipur mortuary.
- Permission for storage of non-MLC dead bodies will be given by the HoD, FMT or his authorized representative. Such permission and the duration of storage of the body will be considered on a case to case basis and not more than 2 days at a time.
- Embalming of autopsied dead bodies is done at AIIMS Raipur on written request of the next of kin and on payment of Rs. 4000/- only as partial embalming charges.
- Embalming of non-MLC bodies is also done at AIIMS Raipur on written request of the next of kin on payment of Rs 2000/- only and after following laid down procedure. Such embalming will be done in the department of Anatomy..

MISCELLANEOUS FACILITIES

- Ambulance facility is available to transfer patients to other hospitals or meet any exigency/disaster situation.
- Free battery operated Rickshaw services are available for transporting patients and attendants within the campus.

COMPLAINTS AND GRIEVANCES

- There will be occasions when our services will not be up to your expectations.
- Please do not hesitate to register your Grievances & complaints. It will help us to serve you better.
- You may lodge your Grievances & complaints through the complaint and suggestion box, located at Central Dome. Every complaint will be entertained with sincere attempt to resolve the issue.

RESPONSIBILITIES OF USERS

- 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, 2000 patients attend the OPD daily & more than 100-120 patients visit Casualty daily.
- Please follow the rules and regulations of the hospital while inside the hospital campus.
- Please do not cause inconvenience to other patients by crowding or making noise unnecessarily.
- Please help us in keeping the hospital and its surroundings neat & clean and also cooperate to maintain peace and order inside the hospital premises.
- Please use the facilities of this hospital with care and do not damage/ spoil hospital property.
- Beware of Touts & unauthorized persons. Do not indulge in any money transactions with them.
- The Hospital is a **No Smoking Zone**. Please do not indulge in Smoking, Gutkha Chewing or intake of intoxicants.
- Please provide useful feedback and constructive suggestions. These may be addressed to the Medical Superintendent of the Hospital.