Citizen Charter

Dear Patient,

You are welcome to DMC&H, a multispeciality tertiary care hospital. We are committed to providing high quality of medical care and services. This charter seeks to provide a frame work, which enables you to know:

- The services and facilities available in DMC&H.
- The quality of care and services you are entitled to.
- The means through which complaints regarding denial or poor quality of service can be redressed.

Vision

- To be a model of excellence in healthcare, medical education and research.

Mission

- To provide medical care with compassion and competence.
- To deliver highest standards of education in medical and allied fields.
- To continuously strive for quality improvement.

Location

- DMC&H is located at Tagore Nagar, Ludhiana, the city known as Manchester of India.

Contact Us

- Dayanand Medical College & Hospital
  Tagore Nagar, Ludhiana-141001
- Phone No: 0161-4687700,4688800
- FAX No.: 0161-2302620
- Email: dmchldh@glide.net.in
- Visit us at: www.dmch.edu

Important Telephone Numbers

- Help Desk: 0161-4687648
- Emergency: 0161-4687400
- Blood Bank: 0161-4687676
Scope of Services

Dayanand Medical College & Hospital is a 1565 bedded tertiary care teaching hospital. It offers specialty and super specialty services, including state of the art diagnostic facilities to ensure the delivery of holistic patient care. The hospital is staffed with approximately 400 doctors (including Faculty members, Sr. & Jr. Residents) and 1092 nurses.

Specialties.

- Anaesthesia
- Anatomy
- Biochemistry
- Dentistry
- Dermatology
- Emergency Medicine
- ENT
- Pathology
- General Medicine
- General Surgery
- Microbiology
- Obstetrics & Gynaecology
- Ophthalmology
- Orthopaedics
- Paediatrics
- Pharmacology
- Physiology
- Psychiatry
- Radiology
- SPM
- Transfusion Medicine
- Forensic Medicine

Medical Super Specialties

- Chest
- Endocrinology
- Gastroenterology
- Nephrology
- Neurology
- Oncology

Surgical Super Specialties

- G.E. Surgery
- Neurosurgery
- Paediatrics Surgery
- Plastic Surgery
- Surgical Oncology
- Urology

Unit: Hero DMC Heart Institute

- Cardiology
- Cardio Vascular & Thoracic Surgery
- Cardiac Anaesthesia

- All these disciplines are managed by highly qualified doctors who have at their disposal the latest sophisticated diagnostic and treatment facilities. At present, there are 45 superspecialist consultant (DM/MCh) on the hospital staff.

Diagnostic Facilities

DMCH&H has state of the art diagnostic laboratories. 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. Charges of various tests are available at the billing counters. Partial/full concession is provided to poor patients on recommendation of treating doctor by the Medical Superintendent.
Radiology

- Spect 128 Slice CT Scan.
- 1.5 Tesla, MRI scan Fiberoptic endoscopes including upper as well as lower GI Scopes,
- Hysteroscope and Peritonescope.
- Mammography
- Ultrasonography, Echocardiography, EEG, EMG, DEXA etc.

Pathology

- Digene Hybrid Capsule System for HPV immunofluorescence & frozen section.
- Automatic coagulation system.
- Electrophoresis (SPE & HBE).
- Tissue Embedding Console System.
- Semi Automatic Microtome.
- Coulter LH 750 Analyzer (Hemogram)
- Sysmex XE 2100 (Hemogram)

Microbiology

- Automated rapid culture for blood and body fluids
- Automated rapid TB culture and DST
- Automated Identification & AST for aerobes and anerobes.
- Real time PCR ‘for HCV RNA & HBV DNA.
- MDR TB Detection by lineprobe assay
- MTB detection rRNA PCR
- Automated identification and antifungal susceptibility testing for yeast.
- Fully automated ELISA system
- Fully automated ELFA system

Biochemistry

- High End automated systems
- Cobas 6000 (for clinical chemistry and immuno assay parameters)
- Olympus AU 2700 (clinical parameter with very high throughput - 1800 test per hour]
- Electrolysis and BI009 gases analyzer
- Haptoglobin, cystatin C, ammonia and lactate, bicarbonate etc. test available.

Blood Bank

- A licensed Blood Bank is available 24 hrs in the hospital, which caters to the requirements of our patients as well as to external requests.
- All blood is tested for HIV, HBV and HCV, VDRL.
Intensive Care Units

DMCH is the only institution in North India, which has an entire floor of Intensive Care Units (ICUs) with over 100 beds incorporating all the critical care areas. Notable ICUs are:

- Burns ICU
- Gastroenterology ICU
- Medical ICU
- Neurosurgery ICU.
- Paediatric ICU.
- Pulmonary Critical Care Unit (PCCU).
- Stroke ICU.
- Surgery ICU.
- Trauma ICU.
- Intensive Coronary Care Unit.
- Neonatal ICU (Nursery).
Hours of Work

Emergency Services: 24 hours on all days.

Out Patient Department:
- General OPD: 8.30 am to 1.30 pm.
- Private OPD: 8.30 am to 4.30 pm.

Diagnostic Labs:
- Emergency Lab 24 hours all days
- Routine Investigations:
  - Week Days 9.00 a.m. to 4.00 p.m.
  - Saturday 9.00 a.m. to 1.00 p.m.
  - Sunday and Holidays closed.
- Collection Timing
  - Week Days 9.00 am to 11.00 a.m.
  - Saturdays 9.00 am to 10.30 a.m.
  - Sundays and Holidays closed.

Administrative Offices:
- Week Days: 8.30 am to 4.30 pm
- Lunch Break 1.30 PM to 2.00 PM
- Closed on Sundays & Gazetted Holidays.

Special Programmes
- Revised National TB Control Program.
- Family Planning.
- Integrated Counselling and Testing Centre for HIV.
Floor Directory

DMC & H Main Building

**Basement**
- Medical Records. Ground Floor
- Medical Superintendent Offices.
- Blood Bank.
- Cafeterias / Canteens.
- Chest Lab.
- Collection Centre.
- Diagnostic Labs (Biochemistry, Microbiology, Pathology & Radio-diagnosis).
- Dialysis Ward.
- EEG Lab.
- Emergency.
- Emergency ICUs I & II.
- Emergency OT /Recovery.
- Emergency Pharmacy.
- General OPDs.
- Retail Pharmacies.
- Physiotherapy Department.
- Reception & Billing.

**First Floor**
- ENT Ward.
- Eye Ward.
- Family Ward (151-161 & 162-173)
- Gastro-surgery Ward.
- Neuro-ot1io OT & Recovery.
- Onco-surgery Ward.
- Retail Pharmacies.
- Surgery OT & Recovery.
- Surgery Ward Units I to IV.
- VRS OT.

**Second Floor**
- Chest Ward.
- Family Ward (251-265 & 266-283).
- Labour Room OT & Recovery.
- Medical HDU.
- Medical Ward Units I to IV.
- Nephrology Ward.
- A Paediatric Surgery Ward.
- Paediatric Ward.
- Retail Pharmacies.
- Semi Private Ward & Thalassaemia Ward.

**Third Floor**
- Gums ICU.
- Chest Ward.
- Endocrinology Ward.
- Gynaecology Wards (I & II).
- Nursery.
- Oncology Ward.
- Orthopaedics Wards (Male & Female).
- Retail Pharmacy.
- Plastic Surgery Ward.
- Psychiatry Ward.
- Skin Ward.
- Transplant Unit.
- Urology Ward.

**Fourth floor**
- Neurosurgery Wards 64 & 65.
- Oncology Ward.
- Retail Pharmacy.

**Fifth Floor**
- Dietary.

**Sixth Floor**
- Dietary.

HDHI Building

**Basement**
- Medical Records.

**Ground Floor**
- Billing.
- Collection Centre.
- Diagnostic Block.
- Emergency.
- Health Checkup.
- Marketing Department.
- Nuclear Medicine.
- Pharmacy Emergency.
- Pharmacy OPD.
- Physiotherapy Department.
- Reception.

**First Floor**
- Cath CCU.
- Cath Lab.
- ICU-1.
- Operation Theatres.
- Pharmacy.
- Recovery (Adult & Paediatrics).

**Second Floor**
- D Ward.
- F Ward.
- ICU-II, III & IV.
- Pharmacy.
- S Ward.

**Third Floor**
- Gastroenterology ICU.
- Gastroenterology Ward.
- Neurology Ward.
- Endoscopy.
- Ultrasound.

**Fourth Floor**
- Medical ICU.
- Neurosurgery IC.
- Paediatrics ICU.
- Pulmonary CCU.
- Stroke ICU.
- Surgery ICU.
- Trauma ICU.
Grievance Redressal:

There will be occasions when our services will not be up to your expectations. Please do not hesitate to register your complaint. It will only help us serve you better. The following are designated for attending to all grievances:

- Medical Superintendent can be met between 2.00 pm and 3.00 pm on all working days.
- Chief Officer on Special Duty - 9815545311.
- Officer on Special Duty - 9872670761.
- Public Relations Officer – 9779497795.
- Assistant Manager Billing - 9815545700.

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. Feedback forms are available for both OPO & IPO patients.

If we cannot, we will explain the reasons and the time we will take to resolve. The Hospital Grievances Committee meets ------------.