

CITIZEN'S CHARTER

MVJ MEDICAL COLLEGE & RESEARCH HOSPITAL

GENERAL INFORMATION

LOCATION: 30th KM Milestone, National Highway – 75, Kolathur Post, Hoskote, Bangalore Rural – 562114.

NUMBER OF BEDS, DOCTORS AND NURSES:

Hospital is staffed with adequate number of Doctors with all levels of expertise and also associated nursing and paramedical staff.

ENQUIRY AND INFORMATION ABOUT THE COLLEGE AND HOSPITAL

Reception and Enquiry Desk is located as the entrance of the Hospital.

HELPLINE:

- Reception: 080 – 28060201
- Enquiry counters and help desk exists in the OPD and Emergency.
- Website: www.mvjmc.edu.in.

ACCIDENT AND EMERGENCY SERVICES

- Accident & Emergency Dept. number: 080 – 28060252

LOCATION: Ground Floor.

- Emergency medicine services available 24 hours daily throughout the year.
- Anyone with urgent medical problem can have consultation/ treatment in the casualty. Depending on the nature of the emergency which needs medical intervention registered at the Accident & Emergency registration counter and medical care will be provided promptly.
- In addition to Emergency Medical Officers, Accident & Emergency Dept. has dedicated team of duty doctors from major specialties of Medicine, Surgery, Orthopedics, Paediatrics, Obstetrics & Gynecology and Resident Doctors, Nursing Staff, Paramedics and orderlies to provide urgent medical services.
- All endeavors are made to provide approval medical care including all possible investigations (available in the hospital) and prompt treatment.
- The treating doctors will call concerned specialist / Super specialist, who is available on call for urgent consultation as and when required.
- In serious cases treatment / management gets priority over paper work like Registration / Medico Legal requirements.
- The Accident & Emergency Dept. is fully equipped with emergency operation theatre for any urgent surgery. The dept. is also fully equipped with sophisticated medical equipment like monitors, ventilators, defibrillators, central oxygen supply.
- All emergency investigations like Biochemistry, Blood Gas Analysis, ECG, X –ray, USG CT Scan & MRI are available round the clock. Facilities for CT scan available in the hospital campus on payment basis.
- Facilities like wheel chair and patient stretcher trolley are available at the entrance of the Accident &

Emergency Dept.

OUT PATIENT DEPARTMENT SERVICES

LOCATION: Ground floor.

TIMINGS:

General OPD	9 AM TO 4 PM
Specialty Clinic	9 AM TO 4 PM

IN PATIENT DEPARTMENT SERVICE

- The bed charges are free for the indoor patients for teaching beds.
- Consultation charges in the wards are free of charges.
- Private rooms are allotted to the patient at nominal charges. The rates are available at the billing section.
- MICU, NICU, PICU, SICU, TICU and labor rooms are equipped with latest equipment like ventilators, monitors, defibrillators, incubators, etc to provide efficient medical care with nominal charges.

GENERAL MEDICINE:

General Medicine department provided services for both OP and IP patients and training of UGs and PGs. Has fully equipped ICU to look after critically ill patients, it has infusion pumps, essential resuscitation equipment, defibrillators and ventilators of the latest make. Central oxygen and suction are an integral part of the ICU. A state of the art dialysis unit is available with three dialysis machines to cater to the needs of the poor and needy patients with chronic renal failure for whom this a tragedy beyond comparison and is provided free of cost. In addition, following super specialty services are available which includes, Neurology and endocrinology and Nephrology.

DERMATOLOGY:

Dermatology department is well equipped with facilities for the treatment of Common Dermatological conditions. Facilities include:

- UVA & Narrow band UVB chamber.
- Electro, Radio frequency and Cryosurgical procedures
- Dermatological & Cosmetology procedures
 - Punch grafting and blister grafting for vitiligo,
 - Hair transplantation,
 - Mole removal,
 - Microdermabrasion,
 - Glycolic acid peeling,
 - Electrolysis,
 - Tattooing and Botox
- Department has a spacious out patient wing, academic offices for the entire faculty, a good department library and a seminar room with audio visual aids. Special Clinics like Cosmetology Clinics, Cane Clinic, STD Clinic, and Leprosy Clinics are attached to the Department of Dermatology.

TB AND CHEST DISEASE:

- TB and Chest Disease provides OPD care Respiratory Disease, COPD and Asthma clinic, screening and diagnosis of TB.
- Procedures: pleural aspiration, intercostals tube drainage, pulmonary function test.
- Services under RNTCP: DMC services, sample collection.

DENTISTRY

The Dental department is situated on the ground floor of the hospital. It has been refurbished and well equipped with three new hi-tech dental chairs, digital radiography i.e., OPG and IOPA facilities for diagnoses and treatment.

The Facilities offered in the department are; -

1. Dental Restoration.
2. Anterior and Posterior Root canal treatments.
3. Scaling, Root planning and periodontal Surgeries with Bone grafts.
4. Teeth Extraction and Surgical Extraction of third molars.
5. Management of Maxillofacial trauma and pathologies.

PSYCHIATRY

The Department of Psychiatry at MVJ MC & RH offers both In-patient and Out-patient care. This Department aims at holistic approach towards the patients which includes a detailed evaluation and the best possible management to every patient. We emphasize an empathetic approach towards the patients and also foster and encourage various academic, clinical, and research activities.

OPHTHALMOLOGY

The Department has a well established Eye centre catering to a large number of patients. The OPD has four Consultation chambers, a dark room, a refraction room, an Indirect Ophthalmoscope room and a Minor Operation Theatre. The complex also has an airy teaching room with a well-stocked library of ophthalmic books and Journals. It is equipped with state of the art equipment including Slit lamps, Keratometer, Ultrasound Biometry, Applanation and Indentation Tonometers. The Department conducts Specialty clinics for Contact Lenses, Glaucoma Screening and Diabetic Retinopathy. Screening of school children for Refractive Errors and other eye ailments are performed regularly.

The Operation Theatre is provided with Operating Microscope which helps perform all kinds of major ophthalmic surgeries. The Hospital has been registered by the District Blindness Control Society as a Base Hospital, to conduct free Eye Camps and Surgery. It conducts regular camps in the nearby villages and selected cases are operated upon in the hospital with excellent results.

OTORHINOLARYNGOLOGY:

The Department of ENT has fully equipped ENT OT with operating microscope with micro surgical instruments and a complete functional endoscopic sinus surgery unit. It also has got well-experienced staff both for undergraduate and Post graduate teaching.

Facilities for conducting out door ENT camps with portable Audiometry, both pure tone and impedance available.

A well equipped minor OT including diagnostic Endoscopic unit and also Temporal Bone Lab to facilities PG Teaching is available in OPD.

The department is also conducting specialty clinics like Cancer clinic, Speech and Hearing clinic, Vertigo clinic each weekly once.

ORTHOPAEDICS:

Services provided both OPD and IP Services and the following facilities:

Arthroplast, Arthroscopy, Spine Surgery, Emergency Trauma Management, Polytrauma Management, Minimally Invasive Trauma Management, Limb Reconstruction Services (Lizarov / LRS) Deformity correction, Paediatric Orthopaedics.

Daily Specialty clinics, Soft Tissue Procedures, Physiotherapy and rehabilitation.

PHYSIOTHERAPY:

The following services provided for both outpatient and inpatient:

IFT, SWD, Ultrasound Therapy, Gait Training, Wax Bath Therapy, Traction Therapy, Exercise Therapy, Rom Exercise (Strengthening and Stretching), Continuous Passive Motion (CPM), TENS, Galvanic Stimulation, Bedside Physiotherapy (Stroke, Chestphysio, Affected Limb Physio).

PAEDIATRICS:

- Children are the future of the nation and caring for them begins from birth to 18 years becomes responsibility of Paediatrics Dept of MVJMC & RH with about 125 beds, clinical expertise outpatient and diagnostic facilities caters to the needs of children from Hoskote and neighbouring districts.
- Department is located in the 2nd floor comprises of 3 working units and intensive care units on the same floor provides full range of tertiary Paediatric Care, health promotion and presentation programme for children and adolescents.
- Department has round the clock emergency services and OPD services from 09:00 am to 04:00 pm. Specialty Clinics in various paediatric subspecialities on specific days in Nephrology / Endocrinology / High-risk new born follow-up / Hematology / Asthma. Children with surgical needs are supported from surgery and orthopaedics dept.
- 20 bedded NICU equipped with state of the art technology and equipment with experienced.
- Staff / team cater to extreme preterm / low birth weight babies/high-risk. still newborn.
- Care for extreme preterm / TPN / Ventilation including high frequency / surfactant / exchange transfusion / peritoneal dialysis / ROP screening and treatment are some of the facilities provides. 20 bedded PICU caters to sick children requiring intensive care and ventilation.
- Department is involved in teaching and training undergraduate students and runs postgraduates' course with 10 seats recommended by MCI affiliated to RGUHS.

GENERAL SURGERY:

The department of General Surgery at MVJMC & RH is full-fledged with complete qualified and dedicated staff with functioning five units. It has a MCI recognized PG programs with annual intake of 6 Post graduates. The department is academically vibrant with research activities with regular teaching program and CME programmes.

The department is complemented with super-specialities such a urology, plastic surgery, neurosurgery and cardio thoracic Surgery and Endoscopy. Various general surgeries and advance Laproscopic surgeries are undertaken in the department

OBSTRETICS & GYNAECOLOGY:

Department of Obstetrics and Gynaecology at MVJMC & RH is working at its full force for providing quality healthcare to its patients. The department consists of team of specialist doctor at various posts of Senior Residents, Assistant Professors, Associate Professor and Professor specialized in field of infertility, Gynea Endoscopy, High Risk Obstetrics, Major Gynea Surgery, Laparoscopic Surgeries.

OBG department is dedicated to provide premium patient care to all sectors of society making it affordable for all economic groups with no bed charges and no consultation charges. It is a 125 bedded department equipped with 24 hours' emergency services, Labour room, ICU facility, 24 hours NICU facility well equipped blood bank services, dedicated OBG OT and separate minor OT for other diagnostic and therapeutic procedures.

The department is supported by Microbiology and Pathology department for prompt carry diagnosis of

high risk cases and 24 hours anaesthesia facility for emergency surgeries.

The department aims at a holistic/multi-centric approach towards betterment of healthcare.

SUPER SPECIALTY SERVICES

- Cardiology
- Nephrology
- Neurology
- Neuro Surgery
- Urology
- During OPD consultations the walk-in patients, and referred cases from other hospitals are examined and if necessary, they will be directed / guided by the consultant to the concerned department / laboratory.
- Patients should obtain the investigation report on the date/ time given for the collection of the same from the concerned lab / department.
- All the investigations are done on payment of nominal charges.
- Patient should remit the payment and obtain proper receipt from the concerned lab/ department.
- Facilities provided at OPD level include ECG, POP, injection and immunization, minor surgical intervention, physiotherapy, endoscopy etc.
- The decision to admit a patient rest with the treating consultant.
- The patient will be admitted if there is a vacant bed available in the particular specialty. But in case of emergency out of turn admission can be done.
- Patients requiring medical certificate should apply for the same to the Medical Superintendent of the hospital through consultant. In turn he will send to concerned department for issuing the certificate. However, the medical treatment / fitness certificate and other such certificates of admitted patients, issued by the consultant will be valid only if it is counter signed by the Medical Superintendent.
- There is a Pharmacy (medical shop) available on the ground floor.

LABORATORY SERVICES AVAILABLE 24 HOURS THROUGH OUT THE YEAR

- All routine and special investigations are done in the hospital, including biochemistry, microbiology, pathology and immunology; special investigation like T3, T4 and TSH are done in our hospital.
- Sample collection centre is on the ground floor.
- All the investigations are done on payment of nominal charges.
- Patients should remit the payment & obtain proper receipt from the billing.
- The receipt should be shown at the time of collection of report.

BLOOD BANK

The hospital has a licensed, modern state of the art Blood Bank that functions 24 hours a day and provides facility for blood donation, storage, issue of blood and its components. Precise testing is done to prevent any blood borne infections and mis-matching. Blood is issued on exchange basis and patients requiring blood should arrange healthy blood donors for exchange of blood.

OPERATION THEATRES

- The Hospital has fully equipped modern operation theaters, where all kinds of major and minor

surgeries are performed using the latest techniques and technologies.

- The operation theater complex consists of 11 operating rooms, all well equipped with the state of the art anesthesia work stations with monitors, (Respiratory Gas monitoring and end tidal Co2 monitoring in addition to routine monitoring), Central gas supply and central suction. All theater has central A/C with laminar flow and filters. We have latest equipment for securing the air way including two fiberoptic Bronchoscopes. One of the operating rooms is meant exclusively for neurosurgery and one for infected cases (Septic OT). We have a pre-operative care bed of 16 beds.
- We cater to General Surgery, Orthopaedics, Ophthalmology, Obstetrics and Gynecology, Urology, Neurosurgery, ENT and Plastic Surgery Cases.

RADIO DIAGNOSIS:

Scope and Services of Radio diagnosis

- a. Computed Radiography
- b. **CT Scan:** Head, face, 3D, PNS, Orbits, Maxillofacial - 3D, Temporal Bone, Neck, Chest, Abdomen, KUB, Pelvis, Spine (Cervical 3D, Thoracic 3D, L-S Spine 3D) joint-3D, Extremities, 3D CT Angiography, Circle of Willis, Carotid, Pulmonary, Abdominal Vessels, Renal, Upper Limb Arterial, Lower Limb Arterial, 3D CT Venogram of Brain, 3D CT Myelogram, CT guided FNAC, Aspiration 3D CT (Urogram, Virtual Bronchoscopy, Virtual Colonoscopy, Virtual Cystoscopy, Joints and Extremities), HRCT (Temporal Bone, Lungs).
- c. **Doppler Studies:** (Carotid Vertebral, Upper Limb Arterial and Venous, Lower Limb Arterial and Venous, Abdominal Aorta, Renal Scrotal).
- d. **Mammography**
- e. **MRI:** Brain, Spine (Cervical, Thoracic, Lumbosacral), Joint (Hip, Knee, Ankle, Shoulder, Elbow Wrist) MRI Angiography (Circle of Willis, Carotid, Vertebral) MRI Cerebral Venography.
- f. **Ultrasound:** 2D, 3D, 4D, Abdomen and Pelvis, KUB, Pelvis, Follicular Scan, Anomaly Scan -3D, 4D, Dating Scan, 1st Semester Scan, Full Term Scan, Maternofeta, Doppler, sono-mammography, USG soft tissue (Neck, Thyroid, Scrotal) USG joints, USG Chest, Salivary Glands, Transfontanelle USG (Transcranial USG), Orbital USG, TVS TRUS.
- g. **Special investigations:** Barium procedures (Swallow, Meal, Follow Through, Enema, Loopogram) Sinogram, Fistulogram, IVU, MCU, RGU, HSG, RGP, Sialography, DCG.

OTHER INFORMATIONS

- Bio-Medical Equipment: Around 970 equipment are available and are functional
- NABH Entry Level Accreditation
- NABL Accreditation
- ISO 9001-2015 Certification

CATERING

- Food (Breakfast, Lunch & Dinner) are free for inpatients and patient's attenders.
- Canteen facility is also available.

POWER BACK UP

- Hospital has generator back up.

RESPONSIBILITIES OF USERS

- Visitors are allowed only during visiting hour's i.e from 4 PM TO 7 PM.
- The success of the charter depends on the support we receive from our users.
- Try to appreciate the various constraints under which the hospital is functioning.
- As a large number of patients avail OPD and casualty / emergency medical services, rules and regulations of the hospital while inside the hospital campus need to be followed for the better services to the patients.
- Do not cause inconvenience to other patients by crowding or making noise unnecessarily.
- Help us in keeping the hospital and its surrounding neat and clean.
- Do not argue with security guards and show your passes when asked for. Maintain the order and peace inside the hospital premises.
- Use the facilities of this hospital with care and do not damage / spoil hospital property.
- Do not indulge in any money transactions with touts and unauthorized persons. The hospital is a **"NO SMOKING ZONE"**. Please do not smoke in the hospital
- Refrain from demanding undue favors from hospital staff and officials.
- Provide useful feedback and constructive suggestions. Feedback forms are available at OPD registration counter. Filled up forms should be dropped at suggestion box available at lobby of
- Hospital or they may be handed over to patient coordinators. These may be addressed to the Medical Superintendent of the Hospital.
- Patients should park their vehicle in the parking area only.

ADDRESS:

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30th KM Milestone, National Highway – 75, Kolathur Post, Hoskote, Bangalore – 562114.

CONTACT DETAILS

Accident & Emergency	080 – 28060252
Hospital Reception	080 – 28060201
College Reception	080 – 28060200
Fax No	080 – 28060290
Hospital Email	ms@mvjmc.edu.in
College Email	principal@mvjmc.edu.in,
Accident & Emergency	080 – 28060252
Blood Bank	080 – 28060201, Extn No: 170
Pharmacy	080 – 28060202
Hoskote Police Station	080 – 27931570, 08117931570
MVJ Police Out Post	080 – 28060201, Extn No: 102
Working hours	24/7
IP Visiting hours	04:00 PM - 06:00 PM
ICU Visiting hours	11:00 AM to 12 Noon 04:00 PM to 06:00 PM