

CITIZEN'S CHARTER:
MVJ MEDICAL COLLEGE & RESEARCH HOSPITAL

GENERAL INFORMATION

LOCATION: 30TH KM Milestone, Kolathur Post, NH-75, Hoskote, Bangalore-562114

NUMBER OF BEDS, DOCTORS AND NURSES:

The Hospital has 740 teaching beds & 93 non-teaching beds (including the emergency and private wards).

There are about 312 doctors (including faculty members, Senior and Junior Residents) and 385 nursing staff.

ENQUIRY AND INFORMATION ABOUT THE COLLEGE AND HOSPITAL

Central Enquiry and Registration is located as the entrance of the Hospital.

HELPLINE:

- Telephone numbers of Central Enquiry (MVJ Hospital)
080-28060201, 28060397, 28060398, 28060399
- Casualty number: 080 28060252
- Enquiry counters and help desk exists in the OPD and Emergency.
- Website: www.mvjmc.edu.in.

CASUALTY AND EMERGENCY SERVICES

- Officer in Charge of Casualty:
Dr. Anjani Reddy, Assoc.Prof, HOD emergency Medicine, DYMS (Liaisoning & Protocol)
Dr. Suresh GR, Emergency Medicine Officer
Dr. Mahendra Kumar, Emergency Medicine Officer

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 casualty/ emergency which needs medical intervention, the patient will be registered at the casualty registration counter free of charge and medical care will be provided promptly.
- In addition to Emergency Medical Officers, casualty has dedicated team of duty doctors from major specialties of Medicine, Surgery, Orthopedics, Paediatrics, Obstetrics and 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 casualty is fully equipped with emergency operation theatre for any urgent surgery. The casualty 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 casualty.

OUTPATIENT DEPARTMENT (OPD) SERVICES

LOCATION: Ground floor.

TIMINGS:

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

- OPD registration book could be obtained free of charge at the counter located at the entrance, for consultation in general and specialty OPDs. Consultation is also free of charge.

SUPER SPECIALTY SERVICES

- BRAINS
- Cardiology
- Cardio Vascular Thoracic Surgery
- Endocrinology
- Nephrology
- Neurology
- Urology
- Plastic surgery
- 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 MS.
- There is a Pharmacy (medical shop) available on the ground floor.
- Blood bank and Laboratory are situated in the basement (-2 level).
- Central laboratory, working after 4:00PM is situated on the first 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; situated in the basement (-2 level), special investigation like T3, T4 and TSH are done in our Hospital
- Sample collection centre is on the ground floor.
- The patient should obtain the investigation report on the date/ time given for the collection of the same from the concern lab/ department.
- All the investigations are done on payment of nominal charges.
- Patients should remit the payment & obtain proper receipt from the concerned lab/department.
- 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 room is meant exclusively for neurosurgery and one for infected cases (Septic OT). We have a pre-anaesthetic room of 20 beds and a lost anaesthesia care unit (PACU) of 15 beds.
we cater to General surgery, Orthopaedics, Ophthalmology, Obstetrics and Gyneacology and urology and Neurosurgery, ENT, Plastic Surgery Cases.

RADIOLOGY:

- ⑩ Scope and Services of Radio diagnosis
 - a. **Computed Radiography:**
 - b. **Special investigations:** Barium procedures (swallow, Meal, follow Through, Enema, Loopogram) Sinogram, Fistulogram, IVU, MCU, RGU, HSG, RGP, Sialography, DCG
 - c. **Mammography:**
 - d. **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, Transfrontanelle USG (transcranial USG), orbital USG, TVS TRUS.

e. **Doppler Studies:** (carotid Vertebral, Upper Limb Arterial and Venous, Lower Limb Arterial and Venous, Abdominal aorta, Renal Scrotal.

f. **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 VR CSSD of facial Bones, Joints and Extremities) HRCT (Temporal Bone, Lungs)

g. **MRI:** Brain, spine (Cervical, thoracic, Lumbosacral) joint (Hip, knee, ankle, shoulder, Elbow Wrist) MRI angiography (circle of willis, carotid vertebral) MRi cerebral venography.

INDOOR SERVICE

- The bed charges are free for the indoor patients for teaching beds.
- Limited Special Rooms in the private ward are allotted to the patient on recommendation of treating consultant at nominal charges.
- The rates are available at the billing section.
- ICU, NICU, PICU and labor rooms are equipped with latest equipment like ventilators, monitors, defibrillators, incubators, etc to provide efficient medical care with nominal charges.

MEDICINE:

Medicine department provided services for both OP and IP patients and training of UGs and PG has fully equipped ICU which is equipped to look after critically ill patients, including cardiac 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 has been recently added with three dialysis machines to cater to the need of the poor and needy patients with chronic renal failure for whom this a tragedy beyond compare, which this too is provided free of cost. in addition, following super specialty services are available which includes, Cardiology, Neurology and endocrinology and Nephrology.

TB AND CHEST DISEASE:

- TB and Chest Disease provides OPD care Respiratory Disease, COPD and Asthma clinic, screening and diagnosis of TB
- ⑩ Procedures: pleural aspiration, intercostals tube drainage, pulmonary function test.
- ⑩ 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. Managment of Maxillofacial trauma and pathologies.

SURGERY:

The department of General surgery, MVJ MC & 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

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 (ilizarov/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, chest physio, affected limb physio).

OBG:

Department of Obstetrics and Gyneacology at MVJ hospital 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, Assoc.Professor and Professor specialized in field of infertility, Gynea Endoscopy, high risk obstetrics, Major Gyneac 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 90 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.

MVJ/OBG aims at a holistic/multi-centric approach towards betterment of healthcare.

PAEDIATRICS:

Children are the future of the nation and caring for them begins from birth to 18 years becomes responsibility of Paediatrics Dept of MVJ MC & RH

⑩ with about-beds, clinical expertise outpatient and diagnostic facilities caters to the needs of children from Hoskote and neighbouring districts Kolar, Chintamnai and Malur.

- ⑩ Department is located in the 3rd floor comprises of 3 working units and intensive care units on the first floor provides full range of tertiary Paediatric Care, health promotion and presentation programme for children and adolescents.
- ⑩ Department has round the clock emergency services round the clock and OPD services from 9 - 4 pm. specialty clinics in various paediatric subspecialties on specific days in Nephrology/Endocrinology/Highrisk new born followup/ Hematology/asthma. children with surgical needs are supported from surgery and orthopaedics dept.
- ⑩ 12 bedded NICU equipped with state of the art technology and equipment with experienced staff/team cater to extreme preterm/mow birth weight babies/high-risk. still newborn. Care for extreme preterm/TPN/Ventilation including high frequency/surfaclant/exchange transfusion/peritoneal dialysis/ROP screening and treatment are some of the facilities provides.
8 bedded PICU caters to sick children requiring intensive care and ventilation.
Department is involved in teaching and training undergraduate students runs postgraduates course with about 10 seats recommended by MCI affiliated to RGUHS.

ISO 9001-2015 certification

NABH Entry Level accreditation

Schemes

Bio-Medical Equipment: Around 970 equipments are available and are functional

CATERING

- Food (Breakfast, Lunch & Dinner) are free for inpatients.
- 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. Help 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:

MVJ MEDICAL COLLEGE & RESEARCH HOSPITAL
30TH KM Milestone, NH-75, Kolathur Post, Hoskote, Bangalore-562114

Casualty	080 28060252
Hospital Reception	080 28060201
College reception	080-28060200,
Fax No	080 28060206, 28060209, 28060300
Email:	principal@mvjmc.edu.in ,
Hospital E-mail ID	ms@mvjmc.edu.in
Blood Bank	080 28060252, Extn No: 170
Pharmacy	080 28060202,
Ambulance	080 28060252, Extn No: 217, 150
Hoskote Police Station	08117931570
MVJ Police out post	080 28060252, Extn No: 102
Working hours	24/7
IP Visiting hours	4:00 PM - 6:00 PM.