

CITIZEN CHARTER

RAJIV GANDHI SUPERSPECIALITYHOSPITAL SOCIETY

(An Autonomous Post-Graduate Institute)

Ministry of Health and Family Welfare, Govt. of NCT of Delhi.

Tel. No.: 011-22890600, Address: Tahirpur, Delhi- 110093

VISION: "Our vision is to become a preferred tertiary care provider for citizens, with utmost focus on patient safety and satisfaction".

Cornerstones of the vision are:

- First choice for Doctors
- Easy Access and Wider coverage
- Effective and Efficient processes
- Centers of Excellence

MISSION:

- Achieve Professional Excellence in delivering Quality care.
- Ensure care with Integrity and Ethics.
- Push frontiers of care through Research and Education.
- Adhere to National and Global Standards in Healthcare.
- Provide Quality healthcare to all Sections of Society.

SERVICES OFFERED: Rajiv Gandhi Super Speciality Hospital is a 650 bedded tertiary care Hospital referral centre located in the North East district of Delhi., an autonomous institute under Govt. of NCT of Delhi with state of the art, infrastructure and cutting edge technology. The infrastructure includes Cath Labs, Non-Invasive Cardiology Centre, Modular Operation Theatres, Intensive Care Units, Dialysis Centre, GI Endoscopy Centre, Imaging Centre and Hospital Laboratories, etc. and focus areas: Cardio thoracic & Vascular Sciences, Gastroenterology – GI Surgery, Pulmonology, Urology and Critical Care. The hospital has diagnostic services, including Laboratories, Radiology & Imaging and a Blood Bank.

The hospital is providing Out Patient Services in the following specialties:

Cardiology

- All routine blood investigations
- ECG
- TMT
- Echo (Echocardiography)
- Holter Machine etc

Gastroenterology

- Upper GI Endoscopy
- Colonoscopy
- Endoscopic Biopsy

Pulmonology

- Spirometry with Bronchodilator testing
- Complete PFT (Pulmonary Function Test)
- 6 Minute Walk Test
- CO Diffusion Study
- Nebulization
- Cardio Pulmonary Exercise Testing
- Respiratory Muscle Pressure Testing
- Bronchoscopy
- Endobronchial Ultrasound
- Thoracic Ultrasound
- Pleural aspiration

GI Surgery

- Initial Consultation, Diagnosis
- Decision on required investigations
- Planning for Surgical Treatment

CTVS (Cardiac Surgery, Vascular Surgery, Thoracic Surgery)

- PT and INR
- Diagnosis 2-D Echocardiography
- Vascular Doppler Study
- CT Scan Chest
- CT Coronary Angiography
- CT Angiography
- Aorta and Peripheral Vessels
- Planning for Surgical Treatment
- Work up for Surgical Treatment
- Scheduling the Surgery

Urology

- Evaluation of Urological Patients
- Decision on required investigations
- Planning for Surgical Treatment
- Work up for Surgical Treatment
- Scheduling the Surgery

Endocrinology

- Diabetes including Gestational Diabetes
- Thyroid
- Bone - Osteoporosis, Rickets, Calcium disorders
- Obesity and Overweight
- Growth, Development and Short stature
- Reproductive disorders
- Hypogonadism
- Menstrual problems such as PCOD
- Menopause
- Hirsutism
- Ambiguous genitalia
- Pituitary Gland disorders
- Adrenal disorders
- Hypertension (Young Onset)
- Hyperparathyroidism
- Lipid Disorders and Hypercholesterolemia

Pain Clinic & PAC

A) Patients suffering from chronic pain

- Joints- knee, shoulder, hip, spine, elbow
- Neuropathic pain like sciatica
- Cervical radiculopathy
- Diabetic neuropathy
- Muscle pain

B) Patients suffering from Cancer Pain

- Facilities for various modalities of pain therapy are available - oral medications, USG and Fluoroscopy guided interventional blocks, PRP (platelet rich plasma) therapy, Radio-frequency ablation etc.

OUT PATIENT DEPARTMENT:

WAITING TIME

PATIENTS	TIME
NEW PATIENTS	15 MIN.
REVISITED PATIENTS	3 MIN.

TIMINGS:

DAYS	REGISTRATION TIMINGS	OPD TIME
MONDAY TO FRIDAY	7:30 A.M. TO 12:00 P.M.	8:00 A.M. TO 3:00 P.M.
SATURDAY	7:30 A.M. TO 11 A.M.	8:00 A.M. TO 1:00 PM
SUNDAY/ HOLIDAYS	CLOSED	CLOSED

REGISTRATION CHARGE IS NIL.**VITAL STATION:**

AFTER REGISTRATION ALL PATIENTS ARE PRECEDED FIRST TO VITAL STATION AND NURSING OFFICER POSTED MEASURES WEIGHT, HEIGHT, B.M.I., PULSE RATE, and BLOOD PRESSURE & BLOOD SUGAR FOR ALL PATIENTS, BY DEFAULT AND THEN PROCEED TO THE RESPECTIVE OPD ROOMS.

OPD services:

Department	Days	Room no.
Urology	Monday, Wednesday, Friday	10,11
GI Surgery	Monday, Tuesday, Wednesday, Friday	2,3
Endocrinology	Tuesday, Thursday, Saturday	10
Gastroenterology	Tuesday, Thursday, Saturday	8,9
Cardiology	Monday, Tuesday, Wednesday, Thursday, Friday, Saturday	4,5
CTVS	Monday, Tuesday, Wednesday, Thursday, Friday, Saturday	12, 13
Pulmonology	Monday, Tuesday, Wednesday, Thursday, Friday, Saturday	6,7
Pain Clinic	Monday, Tuesday, Wednesday, Thursday, Friday	18
Pre anaesthesia check up	Monday, Tuesday, Wednesday, Thursday, Friday, Saturday	19

SERVICES FOR SENIOR CITIZEN: -(FOR ELDERLY PATIENTS >70 YEARS OF AGE)

FOR THE BENEFIT OF ELDERLY PATIENTS, SEPARATE OPD, REGISTRATION AND PHARMACY COUNTERS WITH SEPARATE VITAL STATIONS, SEPARATE ECG FACILITIES ALL ARE AVAILABLE ON THE GROUND FLOOR.

- DIFFERENTLY ABLED COMPATIBLE HOSPITAL
- DIFFERENTLY ABLED TOILETS
- CENTRAL TROLLEY STATION
- STATE OF THE ART LIFTS WITH SITTING FACILITY.

LABORATORY SERVICES

LAB TIMINGS:

LAB SERVICES	LOCATION	TIMING MON TO FRIDAY	TIMING SATURDAY
LAB REGISTRATION	GROUND FLOOR OPD registration counter	8:30 -1 PM	8:30- 11:00 A.M.
CENTRALIZED SAMPLE COLLECTION	GROUND FLOOR Room no. 14,15	8:00 A.M TO 3:00 PM	8:00 A.M. TO 1:00 PM
REPORT COLLECTION	GROUND FLOOR OPD registration counter	8:00 A.M. TO 3:00 P.M.	8:00 A.M. TO 1:00 PM

LABORATORY CHARGES-NIL

LAB. TESTS INCLUDES (done with state-of-the-art machines):

<u>BIOCHEMISTRY</u>	LFT, KFT, S.URIC ACID, S.ELECTROLYTES, S.CALCIUM , S.AMYLASE, CPK,CPK-MB,THYROID PROFILE, LIPID PROFILE, VIT.D,VIT.B12 , S. FERRITIN, S.FOLATE , HBA1C, THERAPEUTIC DRUG FOR PHENYTOIN AND VALPROATE
<u>MICROBIOLOGY</u>	BLOOD, URINE, STOOL, PUS, THROAT& SPUTUM CULTURE, SPUTUM , PUS, CSF, BODY FLUID FOR AFB& GRAM STAIN, STOOL ROUTINE, WIDAL, RA FACTOR, CRP, ASO, HBsAG, ., PS FOR M.P., COVID-19 test, ANTI-HCV, HIV
<u>PATHOLOGY</u>	URINE ROUTINE, Biopsy, Frozen section for quick diagnosis etc.
<u>HEMATOLOGY</u>	CBC, AUTOMATED ESR,P.S

24 HRS INDOOR FACILITY INDOOR SERVICES INCLUDES ADMISSION TO INDOOR, THROUGH EMERGENCY DEPT. ALSO.

PHARMACY:

LOCATION:

PHARMACY COUNTER	PREFERENCE GIVEN TO	LOCATION
COUNTER NO. 1	SENIOR CITIZEN, DGHS, FEMALE	GROUND FLOOR
COUNTER NO.2	ALL	GROUND FLOOR
COUNTER NO.3	ALL	GROUND FLOOR

COUNTER NO. 4	ALL	GROUND FLOOR
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TIMINGS OF PHARMACY:

DAYS	TIMINGS
MONDAY TO FRIDAY	8:00 A.M. TO 4:00 P.M.
SATURDAY	8:00 A.M. TO 1:00 NOON
SUNDAY/HOLIDAYS	CLOSED

PHARMACY SERVICES INCLUDES:

1.	NO EMERGENCY PHARMACY FACILITY AVAILABLE
2.	FREE OF COST MEDICINES
3.	AVERAGE WAITING TIME:10-15 MINUTES
4.	DRUG RELATED PGMS HELPLINE NO. 1031
5.	ALL PHARMACIST EMPLOYED TO DISTRIBUTE MEDICINES.

- **DIETICIAN AVAILABLE FOR IPD/OPD PATIENTS.**
- **INJECTION/ PROCEDURE ROOMS:**
LOCATED IN GROUND FLOOR DURING OPD TIMINGS AND NURSING OFFICER POSTED THEIR FOR IM/IV INJECTIONS WITH VACCINE STORAGE FACILITY AND ALSO ISSUE ERYTHROPOEITIN INJECTIONS FREE OF COST FOR DIALYSIS PATIENTS.
- **EMERGENCY SERVICES:** ARE AVAILABLE. EMERGENCY AREA IS LOCATED IN BLOCK 3, GROUND FLOOR, NEAR MGPS PLANT, RMO HOSTEL. ONLY SPECIALTY SPECIFIC CASES ARE TAKEN, OTHERWISE, THE PATIENT IS REFERRED TO OTHER HOSPITAL AFTER INITIAL STABILIZATION. MLC IS NOT MADE AT RGSSH. MLC IS MADE AT GTB HOSPITAL, NEARBY.

ADMINISTRATIVE INCHARGE

	NAME	LOCATION
DIRECTOR & CEO	Dr. Sanjay Agarwal	DIRECTOR OFFICE, 1 st FLOOR, BLOCK 7
M.S.	Dr. Namrata Makkar	MS OFFICE, 1 st FLOOR, BLOCK 7

OTHER ADMINISTRATIVE SERVICES

OFFICES	LOCATION	PHONE
Public Grievance Officer	1 st floor, block 6	011-22890812
PGMS	1 st floor, block 6	011-22890812
Nodal Officer, DAK	1 st floor, block 6	011-22890845
DAK/DAN/ DGEHS/CGHS Office	1 st floor, block 6	01122890705

OTHER SERVICES:

- ▯ PGMS (PATIENT GRIEVANCE MONITORING SYSTEM): TO SOLVE PATIENT QUERIES.
- ▯ PUBLIC RELATION OFFICER: PATIENT FEDBACK FOR OPD AND IPD AND TO SOLVE PATIENT QUERIES.
- ▯ CANTEEN (CAFETRIA AND AMUL): LOCATED IN HOSPITAL PREMISES WITH STRICT ADHERENCE TO HYGIENIC FOOD.
- ▯ AIRPORT CHAIR SITTING FACILITY
- ▯ CENTRALIZED AIR CONDITIONING
- ▯ COLD DRINKING WATER
- ▯ CLEAN GARDEN WITH SITTING FACILITY AND HERBAL GARDEN
- ▯ AMPLE SIGNAGES TO GUIDE
- ▯ FIRE EXIT DISPLAY BOARD
- ▯ NO SMOKING ZONE
- ▯ CENTRAL ANNOUNCEMENT FACILITY
- ▯ REGULAR AND CONTINUING MEDICAL EDUCATION, TRAININGS AND ACADEMIC SESSIONS.
- ▯ PUBLIC AWARENESS AND EDUCATION SERIES PROGRAMMES
- ▯ NEW SERVICES TO BE ADDED SOON:
- ▯ DYNAMIC WEBSITE OF HOSPITAL: <http://www.rgssh.co.in/>