



KALINGA INSTITUTE OF MEDICAL SCIENCES KIIT CAMPUS 5, BHUBANESWAR-24

CITIZEN CHARTER OUR MOTTO – HEALTH CARE WITH HEALING TOUCH

This charter seeks to provide a framework which enables our users to know

Standards of Service:

- This is a Medical College and Hospital for teaching and education and multispecialty patient care hospital
- It provides medical care to all patients who come to the hospital;
- Standards are influenced by patients load and availability of resources;
- Yet we insist that all our patient/relative receive courteous and prompt attention.

Locations:

- It is located on KIIT road. At/Po-KIIT, Bhubaneswar-24

Human Resources:

- This hospital has-Doctors: more than 400 (including residents).
- Nurses: 500 (Including supervisory staff).
- Beds: 720 Teaching Beds
30 Casualty Beds
- Doctors wear white aprons and nurses are in uniform.
- All Staff member wear identity cards.

General Information

Enquiry, Reception and Registration Services:

This counter is functioning round the clock.

Location guide maps have been put up at various places in this hospital.

Colour coded guidelines and directional signboards are fixed at strategic points for guidance.

Telephone enquiries can be made over telephone numbers: 0674-2304400 (Hello KIMS), 2725228 & 2725472

Fax: 2725415.

Casualty & Emergency Services:

All Casualty Services are available round the clock.

- Duty Doctor is available round the clock.
- Specialist doctors are available on call from resident doctors.
- Emergency services are available for all specialities as listed in the OPD Services.
- Emergency Operations are done in-

OT located on 3rd floor of B-Block building.

Emergency Operation Theatre is functioned round the clock. In serious cases, treatment/management gets priority over paper work like registration and medico-legal requirements. The decision rests with the treating doctor.

OPD Services:

Various outpatient services available in the hospital are detailed below.

OPD Place Time of Registration Time of OPD

General Medicine
Paediatrics
General Surgery
Obstetric & Gynec.
Eye
ENT
Skin
Psychiatry
Orthopedics
plastics
Dental OPD

In OPDs specialists are available for consultation.

OPD services are available on all working days excluding Sundays and Gazetted Holidays from 9.00AM to 5.00 PM.

Laboratory Services:

Routine: Laboratory Services are provided in the field of (as available):

- Bio-chemistry
- Microbiology
- Haematology
- Cytology
- Histopathology including FNAC

There is a Central Collection Centre for receiving and collecting various specimens for testing. The timings for receiving specimens are at OPD- 9:00 AM to 5:00 PM & IPD- Round the clock.

Emergency: Emergency Laboratory Services are available 24 hours for limited tests relating to clinical pathology and bio-chemistry.

Radio Diagnostic Services:

Routine: These services include:

X-Rays

Ultrasound

Routine X-Rays are done OPD- 9:00 AM to 5:00 PM & IPD-Round the clock.

Registration is done from 9:00 AM to 5:00 PM.

Ultrasound examination is done Round the clock.

C.T. Scan is done Round the clock.

MRI

Emergency: Emergency X-Ray services are also available round the clock. CAT Scan services are also available round the clock.

Indoor Patient Services:

- There are total of 21 Wards providing free indoor patient care.
- Emergency ward A admits emergency cases for medical problems.
- Emergency ward B admits emergency cases for surgical problems.
- There is a 44 bedded Intensive Care Unit for care of seriously ill patients.
- A 5 Bedded Intensive Coronary Care Unit takes care of heart patients requiring intensive treatment.

- There is 3 labour rooms for conducting deliveries round the clock.
- 22 Nurseries provide necessary care to the new-borns – normal as well those born with disease.
- All indoor patients receive treatment under the guidance and supervision during office hours i.e. 9:00 AM to 4:00 PM.
- Outside office hours, treatment is given by doctor on duty and specialists are available on call.
- Free diet is provided to all patients in the General Wards.
- Every patient is given one attendant pass.
- Visitors are allowed only between 12.30 PM to 1.30 PM & 5:00 PM to 7:00 PM.
- Investigations like CT scan, Barium-meal, ECHO, TMT etc. are charged for as per Government approved rates.
- Admitted patients should contact the Staff Nurse for any medical assistance they need.

Other Facilities:

Other facilities available include:

Cold Drinking Water, Wheel chairs and trolleys are available in the OPD and casualty. 10 Ambulances are available to pick up patients from their places (on payment of nominal charges) and also for discharged patients. Mortuary Van is available on payment, Round the clock. Public Telephone Booths are provided at various locations. Stand-by Electricity Generators have been provided. Chemist Shops are available outside the hospital. Canteen for patients and their attendants is available. Lifts are available for access to higher floors. Adequate toilet Facilities for use of patients and their attendants are available.

Complaints & Grievances:

There will be occasions when our services will not be up to your expectations.

Please do not hesitate to register your complaints. It will only help us serve you better. 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. If we cannot, we will explain the reasons and the time we will take to resolve.

Name, designation and telephone number of the nodal officer concerned is duly displayed at the Reception.

Prof. J. K. Dash Designation: Principal

Tele: (O) 0674-2725708, (M) +919861094113

Email: jyotin.dash@kims.ac.in

Meeting Hours 3.00 PM to 4.00 PM

Maj. Gen. (Dr.) P. K. Patnaik, VSM Designation: Medical Superintendent

Tele: (O) 0674-2725547, (M) +919910027120

Email: pradeep.patnaik@kims.ac.in

Responsibilities of the 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 more than 5 lacs patients attend the OPD annually and more than 1 lac patients are attended annually in the casualty and emergency wards. Please do not inconvenience other patients. Please help us in keeping the hospital and its surroundings neat and clean. Please use the facilities of this hospital with care. Beware of Touts. The Hospital is a "No Smoking Zone" and smoking is a Punishable Offence. Please refrain from demanding undue favours from the staff and officials as it encourages corruption. Please provide useful feedback & constructed suggestions.

These may be addressed to the Medical Superintendent of the Hospital.

- No Smoking Please"
- Don 't split here & there
- Use Dustbin
- Keep Hospital Clean
- Give regards to Ladies and Senior Citizens

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