

## **CITIZENS CHARTER**

### **RAJSHREE MEDICAL RESEARCH INSTITUTE, BAREILLY**

Citizens Charter of Rajshree Medical Research Institute enables the users to know the standard of our services provided by the Institute/hospital in the field of Medical Education and Health Services.

#### **About the Institute :**

Health is both a means and an end of development improving the quality of life. With this view, Rajshree Educational Trust established Rajshree Medical Research Institute Bareilly for the relief of sufferings and to promote & preserve the health of the community. It was established in the year 2013.

The medical education (MBBS programme) at RMRI Bareilly was started with the permission of Govt. of India & MCI, New Delhi in the year 2014 with an annual intake of 150 students. The Institute is affiliated with Mahatma Jyotiba Phule Rohilkhand University, Bareilly.

#### **Locations:**

Rajshree Medical Research Institute Bareilly is located in a prime location at 21 Km. Bareilly-Rampur Road, Near Toll Plaza, Bareilly.

#### **May I Help you :**

May I help you counter is available for the guidance of all the patients where patients can obtain all the Information regarding the specialist doctors, OPD, IPD, Billing, Ambulance facility, Investigations and casualty services.

## **General Information**

Enquiry, Reception and Registration Services is functioning round the clock. Directional signboards are fixed at strategic points for guidance. The Institute provides the best health care through :

- Advanced Trauma Care
- Intensive Care Unit
- Round the clock Casualty Services
- Sophisticated Laboratories
- Advanced Investigation Centre
- Round the clock Pharmacy
- Highly qualified medical professionals, nurses and supportive staff

## **Casualty & Emergency Services:**

All Casualty Services are available round the clock.

- Duty Doctor is available round the clock.
- Specialist doctors are available on call.
- Emergency services are available for all specialties OPD Services, 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:**

Outpatient services are available in all the specialities like :

- General Medicine
- Paediatrics
- General Surgery
- Obstetrics & Gynaecology
- Ophthalmology
- ENT
- Dermatology
- Pulmonary Medicine
- Psychiatry
- Orthopaedics
- Dentistry

Specialist doctors are available in all the departments as per OPD time schedule. After the OPD timings or in Gazetted holidays all patients are being registered in the Casualty/Emergency.

### **Laboratory Services:**

All Investigations are being carried out by the specialists and experienced paramedical staff in the respective laboratories. Investigations for Bio-chemistry, Microbiology, Haematology, Cytology, Histopathology are available in the respective labs.

Central Collection Centre is also available separately for collection of specimens.

Facilities for ECG, X-Rays, Ultrasound, TMT are also available.

### **Indoor Patient Services:**

- Wards providing free indoor patient care.
- Emergency ward for casualty cases.
- Separate labour rooms for Eclampsia & Septic Cases are available.
- All indoor patients receive treatment under the guidance and supervision of consultants.
- Admitted patients should contact the Staff Nurse for any medical assistance they need.

### **Other Facilities:**

- Cold Drinking Water
- Wheel chairs and stretcher
- Ambulances are available to pick up patients from their places.
- Round the clock stand-by Electricity Generators
- Medical Store
- Canteen for patients and their attendants
- Lifts for patients to access higher floors of the hospital
- Adequate toilets.

### **Complaints & Grievances:**

Suggestions/Complaint boxes are provided at various locations in the hospital to know the grievances of the patients and their attendants. Grievances and suggestions are always welcome from the patients and attendants and we assure immediate action to solve your grievances.

Please do not hesitate to register your complaints/suggestions. It will only help us serve you better.

### **Responsibilities of the User:**

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. 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 & constructive 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.

**Contact : Please feel free to contact for any information at our**

**Toll Free No. 1800-3000-0911**