

BHAGYODAY MEDICAL COLLEGE & MULTISPECIALITY HOSPITAL

Managed by

PUBLIC CHERITABLE TUST- KADI

Manual of Citizen's Charter

SERVICE NAME: Citizen's Charter

DATE OF APPROVAL: 24-10-2024

APPROVED BY: Dr Bharat G Patel

DEAN

Name: Dr Bharat G. Patel

SUPERINTENDENT

Name: Dr Satish Desai

OUR VISION

To become a leading institution for medical education, recognized for excellence in teaching, research, and patient care. Bhagyoday Medical College envisions producing highly competent, compassionate, and socially responsible doctors who will contribute to improving healthcare standards, both locally and globally. We aim to shape a brighter future for healthcare by empowering the next generation of medical professionals.

MISSION

To provide world-class medical education and training, fostering the development of future healthcare professionals. Bhagyoday Medical College aims to nurture compassionate, skilled, and ethical doctors, contributing to the healthcare needs of society. We are committed to offering affordable, quality education in a state-of-the-art learning environment, with a focus on holistic development and hands-on experience for our students.

COMMITTED TO

- Foster a positive mindset and attitude among medical and paramedical staff through training and motivation.
- Enhance patient care services and focus on patient welfare to improve overall healthcare experiences.
- Encourage open feedback from patients to continuously improve healthcare services.
- Strengthen infection control practices to ensure a safe and hygienic environment for everyone.
- Support medical research, staff well-being, and eco-friendly initiatives to create a better workplace and community.
- Committed to excellence in medical education and hands-on clinical training.
- Dedicated to fostering ethical, compassionate, and skilled healthcare professionals.
- Encouraging research, innovation, and community healthcare service.

INTRODUCTION

Bhgyoday Medical College is major organization at Kadi, serving humanity with exceptional medical facilities and provides a comprehensive and high-quality medical education that prepares students to become compassionate and skilled healthcare professionals, while also fostering research and community engagement. It caters Kadi and more than 300 villages nearby within 45 kms. It is established by Kadi Taluka Public Charitable Trust in 2024 feeling the need to serve community better after long standing services by Bhagyoday Multispecialty Hospital.

The motto behind making this institute is to serve the community and play a larger role by educating future generations in the need of affordable healthcare to our country. The trust has given us benefit of the nectar of Shri Dongreji Maharaj.

ABOUT BMC

BMC brings together a dedicated team of physicians, nurses, and other healthcare professionals to provide the highest standards of basic and super specialty treatment. Cardiology, urology, neurology, neurosurgery, nephrology, joint replacement center, and education centers are already functional. More super specialties will be added shortly. Major imaging facilities such as CT & MRI scans are available.

Our extensive infrastructure comprises 8 modern operating theaters, 425 beds laid in wards, 5 ICUs, 15 pre-post recovery beds, and 3 isolation rooms. There are 45 well-furnished private rooms available. We have all department faculties available to teach the highest level of education to the students.

PREAMBLE

This Citizen's Charter reflects our dedication to delivering efficient, responsive, and transparent services to our esteemed patients. It aims to bridge the gap between the institute, its patients, and the broader community.

The Charter is designed to offer a framework that allows our users to understand:

- What services are provided by this institution?
- The level of service to which they are entitled.
- To collect feedback and suggestions.
- The methods by which complaints regarding service denial or poor quality will be resolved.

LOCATION

Bhagyoday Medical College, Nani kadi-382715,

Taluko-kadi, District- Mahesana, Gujarat

CONTACT US

Phone: 02764 262555

Mobile No: 9574625554

E-mail College: bmc.office98@gmail.com

E-mail Hospital: bhagyodaymedicalcolleg@gmail.com

Web site:

- College: www.bmckadi.org
- Hospital: <https://bhagyodayhospital.com/>

IMPORTANT TELEPHONE NUMBER

- Appointment - 9574625554
- Casualty - 9574625554
- Blood bank – 9924017170

GENERAL INFORMATION:

The institution has:

- Doctor – 159
- Nurses – 210
- Beds – 425

STAFF UNIFORM

- Doctors are attired in white coats, while nurses and security wear color-coded uniforms. All staff members prominently display a badge or identification card issued by BMC.

ENQUIRIES

- Location guide map is available and directional sign boards are fixed strategically on each floor.
- Central Inquiry available at the Inquiry counter.
 - Public Relation officer helps patients at the OPD reception.
- Hospital helpline 9574625554 works round the clock.

24*7 FACILITIES

1 CASUALTY AND EMERGENCY SERVICES

- The casualty functions round the clock on all days (24h X 365).
- Casualty direct no: 9574625554
- Casualty Medical officer and resident Doctors are available 24hrs on all days.
- Specialist Doctors are available on call round the clock in all specialties.
- The casualty has 7 beds.
- Emergency Cases are attended promptly.
- All the items required are made available during mass casualties.
- In serious cases, priority is given to treatment/management than paper work like registration and initiating medico-legal cases.
- The discretion to label a case medico legal is entirely that of the treating doctor.
- Emergency operation theatre is staffed and kept functional at all times.

2 AMBULANCE SERVICES

- The hospital has 2 ambulances.
- Emergency Technicians, Nursing personnel and trained drivers are always ready to handle all eventualities round the clock.
- Then Ambulance services are available for transportation of patients from & to BMC.
- Ambulance service enquiry no: 9574625554
- This facility is available 24 hours a day, on all days.

3 Blood bank

- It works for 24*7
- Licensed Blood bank contact no - 9924017170

- Trained personnel available for the collection and storage of the blood.
- All blood is screened for various tests that are necessarily required like HIV, HBV, HCV, VDRL & malaria parasite etc.
- Blood bank provides both whole blood and components

4 Laboratory

- Hematology
- Biochemistry
- Clinical Pathology
- Histopathology
- Cytology
- Immunology
- Microbiology
- Mycology
- Serology
- Parasitology
- TB Culture
- Blood Bank

Routine investigations:

- All working days
- On Sunday and holidays - only Emergency Services are available.

5 Digital X- Ray

6 Sonography

7 Citi scan

8 Medical store

SUPPORTIVE CARE:

1. Security
2. Parking Area
3. Relatives Waiting Area
4. Day Care Services
5. Mobile Dispensary
6. Canteen
7. Housekeeping
8. Laundry
9. Central Sterile Department

APPOINTMENT HELP DESK

- Appointments for concerned departments are centralized.
- While taking an appointment please quote your name, concerned department to be consulted age, phone no and UHID if any, and the preference if any of doctor to be seen in the department.
- Working Hours– 9.00am - 7.00pm on working days.
- Emergency services 24*7 on Sundays & Holidays.

OUT PATIENT DEPARTMENTS:

- Timings: 9AM to 1PM and 4PM to 7PM (Every day except Sunday and holiday)
- Every outpatient seeking treatment at the hospital is registered at reception prior to the consultation.
- A case paper is generated electronically for recording history, symptoms, diagnosis and treatment being provided which include pt's name, age, sex, location and mobile number.
- For every new patient a Unique Hospital Identification (UHID) number will be generated.
- If you have been registered previously, kindly quote your HID number, while taking an appointment.
- In case, you are a non-appointment/walk-in patient, you are requested to wait for your turn to see the doctor.
- Appointment patients will be given a preference. Only emergency walk-in patients will be seen out of turn.

IN-PATIENT DEPARTMENT:

- After confirmation by the consulting doctor, a indoor sheet of the patient is made from the reception by paying minimum charges.

DIALYSIS CENTER:

- Dialysis center opens from 9 am to 5 pm
- Free food provided to the patient

DEPARTMENTS AT THE HOSPITAL:

- General Medicine
- Orthopedic
- Pediatric
- Gynecologist
- Surgical
- Ophthalmology

- ENT
- Neuro and Spine
- Urology
- Physiotherapy
- Cardiology
- Dental

MEDICINES & CONSUMABLES:

- Medicines and surgical consumables required for the treatment can be procured from the in-house pharmacy. A general pharmacy is located in the hospital premises which functions 24 X 7. There are satellite pharmacies working in different departments/ floors for convenience of patients.

HOUSE KEEPING & LINEN:

- Hospital provides linen to wear for all admitted patients. In case of any difficulty, you may contact nurse in charge of the floor.

FOOD SERVICES:

Diet:

- The hospital provides free meals to all admitted patients and those undergoing dialysis. This ensures proper nutrition without any additional cost.

Canteen:

- The cafeteria is open to visitors daily from 7 a.m.to 8:00 p.m. These Cafeterias are located in Lower Ground, first floor and Third Floor.

BY STANDER PASS:

➤ **Attendant:**

- Patients require stand we do our best to provide patients with a quiet, peaceful and tranquil environment. In order to achieve this were strict the number of Attendants. Our infrastructure can support only one attendant per patient, but this may vary according to the category of the patient.

➤ **Visiting hours:**

- For ICU: 11 AM TO 12 PM, 4PM TO 6PM, 8:30 PM TO 9:30PM
- For general ward and other rules: 11 AM TO 12 PM, 4PM TO 6PM, 8:30 PM TO 9:30PM

OTHER SERVICES & FACILITIES:

- Wheelchairs and patient trolleys can be requested anytime from the Patient Movement Service Department.
- Lifts are available for easy access to higher floors.
- A standby generator ensures uninterrupted emergency services during power outages.
- Clean drinking water, toilet facilities, TV, and telephone services are available for in-patients and in the waiting area.

GENERAL INFORMATION:

The hospital provides all related and necessary documents to obtain the birth certificate, death certificate, and medico-legal certificate.

INSURANCE:

Bhagyoday Medical College and Hospital has technical excellence for better health care. Cashless treatment facilities are available to private and government insurance companies.

HOSPITAL TIE-UP LIST

- Bajaj Allianz General Insurance Co.Ltd
- Chola Mandalam Ms General Insurance Co.Ltd
- Paramount Health Services Pvt.Ltd (Tpa)
- Hdfc Ergo Gen Insurance
- Reliance General Ins Comp
- Liberty General Ins
- Heritage Health Care Services Tpa
- Family Health Plan Tpa (Fhpl)
- Medi Assist Tpa
- Vipul Health Ins Tpa
- Care Health Insurance
- Icici Lombard Gic Ltd
- Edelewiss Gen Insurance (Paramount)
- Navi Gen Health Insurance
- Tata Aig General Insurance
- Iffco Tokio Gen Insurance
- Manipal Cigna Gen Insurance
- Raksha Tpa (Honda)
- Acko Gen Insurance
- Star Health Insurance
- The New India Insurance Comp Ltd
- Med Save Tpa (Jvy+)
- Universal Sompo Gen Insurance
- Go Digit Gen Insurance

- Health India (Opd)
- Aditya Birla

COMPLAINTS AND GRIEVANCES:

- There might be occasions when our services may not be up to your expectations.
- Please do not hesitate to register your complaint/suggestions. It will only help us serve you better.
- There is a redressal forum that functions in association with the Quality & Standards Dept to attend to all grievances.
- Every grievance will be duly acknowledged.

GENERAL INSTRUCTIONS

- Smoking: BMH is a “No smoking zone”. Patients and their attendants are strictly prohibited from smoking in the hospital premises.
- Silence: Silence is essential in a hospital. Even minor noises can disturb people who are not feeling well.
 - Attendants are advised to keep down the volume on their television sets.
 - Patient’s relatives are advised not to crowd the area outside the patient rooms. Hospital staff is under instruction to take necessary steps to prevent noise and crowding.
- Parking: Please ensure that vehicles are not parked in “No parking zone “and they do not hinder emergency cases from immediate and quick access to the emergency department.

BHAGYODAY MEDICAL COLLEGE

COURSES WE OFFERED:

- MBBS

FACILITIES FOR THE STUDENTS

- Hostel
- Canteen
- Transport service
- Library
- Laboratory
- AC Classrooms
- Mentor – Mentee program

- Anti – Ragging committee

COLLEGE HAVE FOLLOWING DEPARTMENTS WITH THE FACULTIES:

- Anatomy
- Physiology
- Biochemistry
- Pathology
- Microbiology
- Pharmacology
- Forensic Medicine & Toxicology
- Community Medicine
- General Medicine
- Pediatrics
- Psychiatry
- Dermatology
- General Surgery
- Orthopedics
- Radio-Diagnosis
- Ophthalmology
- Obstetrics & Gynecology
- Anesthesiology
- Dentistry