

CITIZEN CHARTER OF JMCH

Dear Citizen,

Welcome to JMCH, the Fourth Medical College of Assam. JMCH is committed to provide quality services and medical care to each and every citizen coming to us. In line with our mandate, we, at JMC, strive hard to provide comprehensive, high quality tertiary care services to our users. However, there may be some deficiencies inherent in a new Medical College.

This charter seeks to provide a frame work, which enables our users to know:-

- ☐ The services available in this hospital.
 - ☐ The quality of services they are entitled to.
 - ☐ The means through which complaints regarding denial or poor quality of services will be redressed.
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General Information

Location : Jorhat Medical College and Hospital is located at Jail Road (KB Road), Kushal Konwar Path, Barbheta of Jorhat Town.

Number of Beds, Doctors, Nurses etc.: The hospital has a total of 952 beds.

There are 165 doctors at present.

Enquiry and Information about JMCH : Central Enquiry & Registration office is located in the lobby of the new OPD Complex. Registration Counters, Enquiry counters and help desk are available. Moreover separate counters are provided for senior citizens, differently abled persons. 24- Hour Pharmacy and Medical Record are stationed at the same venue.

Website : www.jorhatmedicalcollege.in

JMCH Helplines:

Indoor Services

Patients should register themselves with the Medical Record Department at registration counter. This entitles them for doctors' consultations,

certain basic investigations, life saving medicines and surgical items, diet, linen, I.V. fluids etc. Most of the drugs/ medication are available with the Pharmacy. However, one may need to purchase subject to non-availability of supplied drugs and surgical items.

All in-patients receive treatment by team of Resident Doctors and Nurses, available round the clock, under the supervision and guidance of senior Faculty Members of JMC.

Hospital Attendants are available in different wards to help in patient care and related activities.

Indoor services have portable X-ray machines, ECG services, sample blood collection, Generator back up, emergency lights, internal telephone, chairs for attendants etc.

Waste disposal is done as per the established rules (Biomedical waste management and handling rules, 2016 and amendment on 2018) and utmost care is taken to keep the premises neat and clean. The Hospital Infection Control Committee is responsible for the same.

Every inpatient is provided with two attendant passes. Visitors are allowed only during notified visiting hours i.e. 12:00 Noon to 2:00 PM and 4:00 PM to 6:00 PM.

Special Investigations like USG, CT, MRI etc. are charged as per the rates approved by Government of Assam and revised from time to time. For very poor patients having BPL card, on recommendation of treating Doctor, the hospital charges may be waived off by Med. Supdt./ his nominee and costly drugs/surgical items may be provided by the hospital. You may contact Hospital Superintendent in this regard.

Bed linen is changed at the time of admission, thereafter on every alternate day and also whenever required.

Food is served three times a day under supervision of dietician in the morning along with tea.

Short Admissions requiring stay for less than 24 hours are done for minor illness/some investigations/Interventions. Day care facility is available for certain types of procedures, e.g., blood transfusion, endoscopies and similar interventions.

Operation Theatres

The institute has fully equipped modern Operation Theatres, where all kinds of major and minor surgeries are performed. State of the Art OT is housed in the 1st Floor of the OPD Complex which is fully functional. At present the O&G department is located in the MCH building and as such, all related OTs are located in the same building.

For routine surgeries, the respective departments maintain waiting list. Patients are called and operated upon as per the waiting list. But, in case of emergencies, out of turn surgeries are also performed, at the discretion of the treating doctors and patient's condition. The patient should get his Pre-Anaesthetic Check-up done in PAC Room before operation and follow the instructions given by the treating Doctors.

ICUs

The hospital has ICU to provide expert ICU care. State of the Art ICU Complex housing the Burn ward, ICCU, RICU, PICU, SICU, MICU, Neurology ICU are located in the first floor of the OPD premises. Gynaecology HDU, PICU and SCNU are located in the MCH building. Sufficient beds as per norms are available with adequate manpower to provide best of services.

Laboratory Services

24-Hour Emergency Lab : Emergency Laboratory service in the Central Clinical Laboratory is available throughout the year for all emergency Biochemical, Microbiological, Pathological investigations.

Sample Collection Timings

Routine Lab(OPD patients) : 8:00 AM to 3:00 PM.

Emergency Lab(Emergency and indoor patients) : 24 hours

Reports are given from 8:00 AM to 8:00 PM at the report collection center in the ground floor.

All type of routine and special investigations incl. Biochemical, Microbiological, Pathology and immunological studies are done at JMC.

Blood Bank

JMC has a licensed modern Blood Bank with component separation facility which functions 24 hours a day and provides facilities for blood donation, storage and issue of blood. Strict precautions are taken and testing is done to prevent any transfusion transmitted borne infection. If your patient requires blood transfusions, then you are requested to arrange healthy blood donors for donating blood in order to reduce shortage of blood. Blood donation camps are held from time to time with help from NGOs.

Casualty and Emergency Services

Location

Casualty is on the 2nd right lane after entering the campus in the ground floor. Signage is present to mark the location.

Services are available 24 hours a day.

Anyone with urgent medical problem can seek consultation/treatment in the Casualty after 2 P.M. Emergency/Casualty ward has 20 beds to admit patients who require observation. It is equipped with modern gadgets & equipments e.g. monitors, defibrillators, nebulizers; central O2 & suction supply etc. are available in ICU Complex.

If doctors decide that you need urgent medical intervention, you will be registered at the casualty registration counter and proper medical care will be provided promptly.

Casualty has dedicated team of Doctors (Casualty Medical Officers from major specialties i.e. Medicine, Surgery, Orthopedics & Pediatrics and Junior Residents), Nurses, Paramedics and various categories of Grade-IV staff to provide urgent medical services.

We endeavour to provide medical care (including investigation and treatment) at the earliest possible time. The treating doctors will call any 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 etc.

Casualty has Emergency Operation Theatre for any urgent surgical need. The Casualty is fully equipped with all modern gadgets like monitors, nebulisers, defibrillators, O2 and suction supply etc.

All urgent investigations like Blood Biochemistry, Urine, ECG, USG, X-ray, CT etc. are available for casualty patients as per patient condition.

Facilities like Wheel Chairs and patient trolleys are available at the entrance of Casualty with sufficient manpower, viz., Stretcher Bearer, Trolley Puller etc.

Out Patient Department (OPD) Services

Out Patients are consulted at the OPD complex in the main hospital building ground floor. The Obstetrics & Gynaecology OPD is located in the MCH building.

OPD Timings : 8:00 am to 2:00 pm

OPD Card costing Rs. 10/- can be obtained from the main Registration Counter where one can get oneself registered for visiting in respective OPD department. Patients are seen on first come first serve basis. However, out of turn consultation may be provided in case of emergency or to senior citizens / differently-abled persons.

Investigations: After OPD consultation, the treating doctor will advise for various investigations and direct/guide the patient to the concerned lab /dept.

Sample collection centre of Central Clinical Laboratory, located in the ground floor, adjacent to the OPD : Samples are collected Blood, Urine, Stool etc. in this Lab.FNAC sample is collected in the Cytopathology lab, located in the 2nd floor of OPD complex.Biopsy sample is collected in the Histopathology lab, located in the college building.

Required investigation charges are to be deposited in the designated Cash Counters at the OPD complex.

There may be a waiting period for certain investigations like CT, USG etc. However, depending on the patient condition and recommendation of the treating doctors, the waiting period are waived.

Many facilities are provided at OPD level, e.g., ECG, Plaster, Injection and Immunization, Contraception and MTP Services, Minor Surgical Intervention, Endoscopy etc.

The Gynae OPD,located in the MCH building, also have a Early Cancer Detection Centre attached to it for early detection of cervical cancer.

The decision to admit a patient rests with the treating doctor. In case of emergency, out of turn admissions are done.

Wheel chairs, patient trolleys etc. are available free of charge at the entrance of OPD with sufficient manpower.

OPDs have respective waiting hall with chairs.

Designated parking lot is provided for vehicles of patients attending OPD services.

For the differently-abled patients, there is provision of ramp in the hospital building and on request in the Reception Counter, wheel chair and trolley facilities are provided.

There is also a provision of a Canteen in the OPD complex and MCH building.

Miscellaneous Facilities

Ambulance facility is available to transfer patients to other hospitals within the city or meet any exigency/disaster situation. Various other

ambulance services 102, 104, 108 are available beside those.
Designated parking lot is provided for vehicles of patients attending OPD services.

Future Endeavours

The Govt. of Assam is also proposed for setting up Superspecialty Centre.Responsibilities of 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 400 patients attend the OPD daily.
- Please follow the rules and regulations of the hospital while inside the hospital campus.
- Please do not cause inconvenience to other patients by over-crowding and silence is to be maintained.
- Please help us in keeping the hospital and its surroundings neat and clean.
- Please don't argue with security guards, show your passes when asked for and help maintain peace and tranquillity within the hospital premises.
- Please use the facilities of this hospital with care and do not damage/spoil hospital property.
- Beware of touts and unauthorized persons. Don't indulge in any money transactions with them. The hospital authority shall not be responsible for any untoward situation arising thereafter.
- The Hospital is a No Smoking and No Tobacco Zone. Please don't use any tobacco product inside hospital.
- Please do not chew betel-nut and spit inside the hospital campus.
- Please provide useful feedback and constructive suggestions. These may be addressed to the Medical Superintendent of the Hospital/Public Relations Officer. The KMCH authority shall try its level best to sort out the problems.

Complaints and Grievances

A Complaint and Grievance Redressal Box is kept in front of Hospital Superintendent's Office. When our services are not upto your expectations, you are always welcome to lodge your specific grievances in the aforesaid box. We will put our utmost efforts to rectify our shortfalls as far as practically possible. The citizens may also personally

contact the Public Relations Officer of JMCH, Jorhat for redressal of their grievances.

Name & Contact No. of PRO : Dibyajyoti Bordoloi, Superintendent Office, JMCH. Ph. 7002296149

Administration of Jorhat Medical College & Hospital, Jorhat.

Sl.N o.	Name	Designation
1.	Prof.(Dr.) Saurabh Borkotoki	Principal cum Chief Superintendent

HOSPITAL ADMINISTRATION

2.	Dr. Manab Jyoti Gohain	Medical Superintendent
3	Dr. Rani Baruah	Deputy Superintendent I
4.	Dr. Pulakananda Bharali	Deputy Superintendent II
5.	Dr. Rekha Boruah	Deputy Superintendent III
6.	Dr. Nilotpal Bhattacharjee	Deputy Superintendent i/c
9.	Dr. Trishna Dutta	Deputy Superintendent i/c
10.	Dr. Angshurekha Das	Deputy Superintendent i/c
11.	Dr. Pranabika Mahanta	Deputy Superintendent i/c
12.	Dr. Manab Narayan Baruah	Deputy Superintendent i/c
13.	Dr. Chandana Deka	Deputy Superintendent i/c
14.	Dr. Deepjyoti Saikia	Deputy Superintendent i/c

Casualty Medical Officer

1. Dr. Ritu Saikia (LMO)
2. Dr. Pritam Kurmi

3. Dr. Sanjay Kutum
4. Dr. Bibek Orang
5. Dr. Rajlaxmi Saikia

**Lady Medical Officer for examination of Victims
of Sexual Assault (Under Department of FSM.)**

1. Dr. Ritu Saikia (LMO)
2. Dr. Rajlaxmi Saikia

**At the end we would like to take this opportunity to request
you:**

**“PLEASE HELP US TO KEEP THE HOSPITAL PREMISES CLEAN AND
TROUBLE FREE AND HELP US SERVE YOU BETTER.”**