

# JAN NAYAK KARPOORI THAKUR MEDICAL COLLEGE & HOSPITAL, MADHEPURA

## (Citizen Charter)

These citizen charter are issued for the departments related to Jannayak Karpoori Thakur Medical College and Hospital, Madhepura. Its aim is to make public services efficient, quick and people oriented. This manifesto provides the following information:-

### 1. Quality services available at JNKTMCH, Madhepura

### 2. Public grievance Redressal facility

JNKTMCH is a tertiary level teaching hospital established by government of Bihar under the ministry of health and family welfare. Presently this hospital provides services related to the following departments.

- Department of General medicine
- Department of General surgery
- Department of Orthopedics
- Department of Obstetrics and Gynecology
- Department of Ear , Nose and throat
- Department of Ophthalmology
- Department of Skin and venereal disease
- Department of Psychiatry
- Emergency services
- ICU,PICU,NICU
- DEPARTMENT OF PEDIATRICS
- Department of Anesthesiology
- Department of Radiology
- Department of Tuberculosis and Respiratory disease
- Department of Community Medicine
- Department of Emergency Medicine

**Location**— This hospital is located in Jajhat sabaila of Singheshwar Block in Madhepura. It is 6 km from Madhepura railway station and 4 km from Madhepura bus stop. The hospital is housed in a group of five grand buildings (H1 to H5) located in 25 acre courtyard.

**Number of Beds:** — This hospital has a total of 500 beds. The number of working physician is more than 150 and they are posted as per the standards of NMC New Delhi. Apart from these a large number of Nurses, Paramedical and health workers are also deployed.

**General Information:-**

- Enquiry Centre
- Registration Counter
- Protocol Centre
- Control Room

**Enquiry Center:** — it is functioning in block H1 (A) of the hospital, which is operated by JEEWIKA DIDI. It provides information about services available in the hospital, admitted patients and various screening facilities.

**Mobile No: +91 - 7479899395**

**Phone No:**

**Registration Counter:** - it is functioning in block H2 of the hospital, after registering here proper consultation can be taken in the outpatient room of the concerned department.

**Mobile No: +91 – 8340618567**

**Phone No:**

**Control Room:** — it is working under senior officers of the hospital and provides support in the operation of the hospital. It is functioning in block H-1A.

**Mobile No: +91 – 7479899395**

**Phone No:**

**Protocol Centre:** — For the work related to civil representatives, VIPs, media representative coming to the hospital under the control of senior officers. It is located in block H-2 of the hospital.

**Outpatient Department:-**

- |                              |   |                          |
|------------------------------|---|--------------------------|
| 1. General surgery           | — | First floor of block H3  |
| 2. Orthopedics               | — | Ground floor of block H3 |
| 3. General Medicine          | — | Ground floor of block H4 |
| 4. Skin and venereal disease | — | First floor of block H5  |
| 5. Pediatrics                | — | Ground floor of block H5 |
| 6. Psychiatry                | — | Ground floor of block H4 |

7. Ophthalmology	—	First floor of block H5
8. Ear, Nose & Throat	—	First floor of H5 block
9. Radiology	—	Ground floor of H3 block
10. Dentistry	—	First floor of H2 block
11. Community Medicine	—	Fourth floor of H4 block

**Emergency services:**—it is working on ground floor of H1 block of the hospital. 24 hour accident and emergency services is available with necessary medicine and equipment, qualified doctors, nursing staff and staffs. This facility is provided to each patient within the available resources.

**Laboratory services:** — The below mentioned services are available into laboratory

- Biochemistry-
- Microbiology- Urin, Pus, Swab Culture, RT-PCR, Hepatitis-B, C, HIV etc.
- Pathology-

In centralized sample collection Centre there is facility of blood urine or other specimens.

Period of outpatient sample collection are **8:00AM to 3:00 PM**

Emergency laboratory services will be operational 24 hours every day.

**Department of Radio diagnosis:**—

This department is located on the ground floor of H3 block and provides the following services:

- X-Ray- Digital
- Ultrasonography- Color Doppler.
- CT scan- All Parts.

**In patient Department:** — The ultra-modern centralized oxygen delivery equipment provides fully free services to 500 bedded patient room for various department.

Apart from this the facility of private and semi-private wards are also available at prescribed government rates.

**Operation Theatres:**—There are 6 laminar flow modular operation theatre equipped with ultra-modern anesthesia work station, ventilator and image intensifier machine. Here are various types of routine and complex surgery are performed by specialist doctors.

**Cafeteria/canteen services:** - For the convenience of outpatient and guardians, modern cafeteria facility is available in the hospital premises which provides a variety of drinks and food items at reasonable rates. Free of cost food is provided to admitted patients after consultation to doctors/dieticians under government rules.

RO machines and water coolers have been installed at various places for providing cool and germ free water.

**Toilets:**—Modern safe and clean wash room etc. have been provided in every outdoor and indoor ward.

**Ambulance services:** — Ambulance service equipped with advance life support system is available for referral services 24 hour inside the hospital premises for patients referred to higher center.

**Trolley, wheel chair:** — It is available in the entrance of the emergency department and in every ward.

**Drug distribution center:** - In accordance with the policies of Bihar government arrangements have been made for free distribution of medicines for welfare of outdoor patients.

**Grievance redressed:** — In case of any shortcomings in services or complain against any employee can be made to the superintendent/Deputy superintendent or control officer on the following phone no or email address. Given below. It will be resolved at the earliest.

**Mobile No: +91 -7479899395 Phone No:**

**Hospital complex:** - It is smoking and tobacco free zone. Use of pan gutkha, khaini or cigarette, bidi is strictly prohibited. There is a provision of punishment if caught. There is complete prohibition of alcohol in the state of Bihar. Drinking of alcohol is a punishable offence.

Citizens are requested not to misbehave with any doctors, nursing staff or staff and cooperate in the operation of the hospital in accordance with civil declaration

Do not spit in the premises.

Do not spread dirt and cooperate in making the hospital an infection free zone.