



CITIZEN'S CHARTERS

LNCT MEDICAL COLLEGE & SEWAKUNJ HOSPITAL, INDORE



CITIZEN'S CHARTER



BUILDING OF SEWAKUNJ HOSPITAL



BUILDING OF LNCT MEDICAL COLLEGE



LNCT Medical College & Sewakunj Hospital, Indore continues to provide dedicated patient care and endeavours to improve its services on a constant ongoing basis. We strive to provide:

- ❖ Total dedication to understanding and fulfilling patient's need;
- ❖ Total devotion to providing efficient and reliable patient care services;
- ❖ Efficient prompt and courteous service with dedication to integrity and fairness;
- ❖ Motivating the patient for helping themselves as well as the Institute to serve them better;
- ❖ Total commitment to providing challenging and rewarding career for every employee;
- ❖ Transparency of functioning.
- ❖ Periodic & regular monitoring of functioning.

ABOUT LNCT MEDICAL COLLEGE & SEWAKUNJ HOSPITAL

LNCT Medical College & SEWAKUNJ Hospital brings together a dedicated team of physicians, nurses, and other healthcare professionals to provide the highest standards of medical treatment.

Our extensive infrastructure comprises of 4 Major modern operating theatres, 300 beds, including comprehensively equipped intensive care beds.

OBJECTIVE

This Citizen's Charter is an expression of our commitment towards improving our services offered to make them more efficient and responsive and at the same time making our working more transparent to our valued patients. This Citizen's Charter is an attempt to bring the institute closer to its patients in the society. This Charter is made to provide a framework, which enables our users to know:

- What services are available in this institute?
- The quality of services they are entitled to.
- The means through which complaints regarding denial or poor quality of service will be redressed.

MISSION

Impart knowledge & skills to students by good faculty, infrastructure, technology and collaborating teaching and research. The institute's mission is to provide outstanding and affordable medical care in a patient friendly environment and in a spirit of compassion to all.



VISSION

To be recognized as Premier Institute of excellence providing quality education, research and healthcare facilities to the population.

LOCATION

Sewakunj Hospital is located at VILL- KANADIA, INDORE

CONTACT US

LNCT Medical College

Sewakunj Hospital is located at VILL- KANADIA, INDORE

Pin Code – 452016, Madhya Pradesh, India

Phone: 0731-6618900

Email: info@indorelnmc.com

Visit us at: www.indorelnmc.com

STAFF UNIFORM

Doctors wear white aprons and nurses are in uniform. All staff wears a badge or an identification card of LNCT Medical College & SEWAKUNJ Hospital, Indore

ENQUIRIES

Ψ Location guide map is available and directional signboards are fixed in each floor.

Ψ Enquiries counter exist at the reception (main entrance)

Ψ **Telephone nos of central enquiry –**

Ψ Public Relation officer helps the patient at the OPD entrance.

Ψ Hospital enquiry hotline works round the clock. Its phone no: is – 0731-6618900

CASUALTY AND EMERGENCY SERVICES:

- The casualty functions round the clock all days.
- Casualty direct no: 0731-6618900
- Casualty Medical officer and resident Doctors are available 24 hrs all days.
- Duty Doctors are available on call round the clock in all specialties.
- 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 medico-legal cases. The decision rests with the treating doctor.
- Emergency operation theatre is maintained on a regular basis to ensure that it is usable all times.



AMBULANCE SERVICES

- The hospital has a fleet of fully equipped ambulances.
- A team of trained and dedicated medical professionals, Emergency Technicians, Nursing personnel and trained drivers are always ready to handle all eventualities round the clock.
- The Ambulance services are available for transportation of patients to Sewakunj Hospital.
- This facility is available 24 hours a day, on all days.



OUTPATIENT DEPARTMENTS:

- Timings: 9AM to 4PM.
- Every outpatient seeking treatment at the hospital is registered prior to the consultation.
- A case sheet is prepared for recording history, symptoms, diagnosis and treatment being provided.
- For every new patient a Unique MRD number will be generated.
- If you have been registered previously, kindly quote your Medical Record Number, while taking an appointment.
- Appointment patients will be given a preference. Only emergency walk-in can be seen out of turn.
- Payments for all specialties can be made at the Billing Counter.



Departments:

- ✓ General Surgery
- ✓ Orthopedics
- ✓ Ophthalmology
- ✓ Otorhinology(ENT)
- ✓ Obstetrics & Gynecology
- ✓ Anesthesia
- ✓ Radiology
- ✓ Pediatrics
- ✓ General Medicine
- ✓ Psychiatry
- ✓ Dermatology
- ✓ TB & Chest

Super-specialties:

- ✓ Pediatric Surgery
- ✓ Neurology
- ✓ Urology
- ✓ Cardiology
- ✓ Cardiothoracic Vascular Surgery
- ✓ Cancer detection
- ✓ Gastroenterology
- ✓ Joint Replacement

LABORATORY SERVICES

1. Biochemistry
2. Blood Bank
3. Hematology
4. Histopathology
5. Cytology
6. Metabolic Research
7. Microbiology
8. Molecular Biology
9. Serology

ROUTINE INVESTIGATIONS:

- ✓ All working days & Sundays.
- ✓ Holidays closed.

COLLECTION OF SPECIMENS

- ✓ All Days & Sundays 24x7.
- ✓ Not closed on Holidays.
- ✓ Reliability and promptness of laboratory results is ensured as tests are done by automatic machines.
- ✓ Reports are made available within the shortest possible time, which will be specified.

BLOOD BANK

- ✓ Open for 24 hours and caters to external request also
- ✓ A licensed blood bank is available in the hospital to cater to the requirements of the patients
- ✓ All blood is tested for HIV, HBV and HCV, VDRL, In addition.



EQUIPMENT AND FACILITIES:

This hospital has the following services available:

- ✓ CATHLAB
- ✓ EEG
- ✓ ECG
- ✓ CRITICAL CARE UNIT
- ✓ PHYSIOTHERAPY AND OCCUPATIONAL THERAPY UNIT
- ✓ DIALYSIS UNIT
- ✓ 128 SLICE CT - Scanner
- ✓ 1.5 Tesla MRI SCAN
- ✓ X-RAY
- ✓ NEONATAL INTENSIVE CARE UNIT
- ✓ Charges for various tests are negligible. For poor patients, the concerned Sr. Medical Administrator along with the in charge of Patient Service Department can waive off the charges.
- ✓ If any major/essential equipment is out of order, information regarding the same is conveyed to all departments through inter office notification on Internet.
- ✓ Indications of alternate arrangements are given wherever possible.
- ✓ The likely date of recommissioning of the equipment will also be displayed.

DURING YOUR STAY

- We hope this information helps you to prepare for your stay as an inpatient at LNCT Medical college & SEWAKUNJ HOSPITAL
- A skilled team of personnel some of the working behind the scenes will hopefully make your stay comfortable and pleasant

CATEGORY OF ACCOMMODATION.

- Deluxe Room: LNCT Medical College & SEWAKUNJ Hospital deluxe room comprises of air conditioned room with television, telephone, refrigerator, sofa set, mechanized patient's cot, wardrobe and a dining table.
- A/C Single Room: This is an individual air-Conditioned room with attached washroom. The Room provides Television, telephone, sofa set and an attendant couch.
- Semi-Private Room: Room with two beds separated by a screen and has a common washroom. The room is also provided with television, telephone, and a couch.
- General Ward.

TPA AND CASHLESS TRANSACTIONS

- ✚ We entertain TPA and cashless transactions. LNCT Medical College & SEWAKUNJ Hospital have got tie up with many TPA.
- ✚ Our computerized billing system will consolidate all charges for medicines/consumables/services availed by you during hospitalization.

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 24x7.

HOUSEKEEPING & LINEN:

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

FOOD SERVICES

- ⊕ **Diet**
The hospital dietary department provides all meals for the patient. The Dietitian plans the diet based on the therapeutic needs. Our kitchen is well equipped to serve good balanced vegetarian meals. Dietician takes rounds of all patients and in consultation with treating physician and advice the therapeutic and non therapeutic diet.





⊕ **Cafeteria**

The cafeteria is open to visitors daily from 9:00 a.m. to 11:30 p.m.

⊕ **Canteen.**

LNCT Medical college & SEWAKUNJ Hospital provides with canteen for visitors as well as for Staff.

BYSTANDER PASS

Ⓢ **Attendant:**

Patients require rest and we do our best to provide patients with a quiet, peaceful and tranquil environment. In order to achieve this we restrict the number of Attendants. Our infrastructure can support only one attendant per patient, but this may vary according to the category of the patient. Female by standers is a must for female patients.

By stander pass is issued from IP admission counter at the time of patient admission. Bystander can utilize this pass 4 times in a day.

Ⓢ **Visiting hours:**

Visiting hours for the hospital are: 3.00 pm–6.00 pm

Please ensure that visitors adhere to the visiting hours only and that they are restricted to the absolute minimum.

OTHER SERVICES & FACILITIES:

- Wheel Chairs and stretchers are available on request at any point from Patient Movement Service Department.
- Lifts are available for access to higher floors in each hospital building.
- There is a stand-by generator to cater to emergency services in case of breakdown of electricity.
- Public Telephone Booths are available at various locations in the hospitals.
- Adequate drinking water and toilet facilities are available.
- TV and telephone facilities are available for in-patients and also in all out patients waiting area.

PRAYER HALL

- Prayer hall Jainalay is located in the campus. Every evening Bhajans, Satsungs are carried out from evening 7.00 pm to 8.30 pm.

BANK & ATM

The All Private & National Bank has a branch near the hospital premises for the convenience of the patients, staff and for the community as a whole. 1 ATM Counter of SBI Bank are located near the campus.

GENERAL INFORMATION

❖ Medico legal cases:
➤ On admission of a medico legal case, the hospital has to mandatorily honor the rules of the Indian Govt. and informs the local police authorities.

▪ Death Certificate:

If a patient expires in the hospital, a death certificate is issued to the family by the hospital to carry the body. The hospital sends the Death registration form & Medical Certificate of cause of death to the Indore Municipal Corporation. The family has to collect the final Death Certificate from the Indore Municipal Corporation office.

▪ Embalming Services

Those bystanders who want to get embalming done, the facility is provided at Sewakunj Hospital. Except for MLC cases. This facility is also available for international patients. Embalming & Hermetic sealing Certificate provided by the Hospital Authorities.

▪ Mortuary Services

Mortuary provides Refrigerated storage of deceased patients.

▪ Birth certificate

Parents of the newborn will be issued birth certificates from the hospital as soon as they fill up the Birth report form for registration. This is made possible through the networking of the hospitals with the Indore Municipal Corporation.

COMPREHENSIVE HEALTH CHECK UP

❖ LNCT Medical College & SEWAKUNJ Hospital have developed special health checkup programs that consist of detailed medical assessment and counseling on health awareness. Each package has been designed to study the functioning of all the vital organs in our body for any symptoms of major illness and also pinpoint potential areas of risk so as to prevent future health problems.



PACKAGES:

- Basic Health Check
- Master Health Check
- Executive Health Check
- Diabetic Health Check
- Comprehensive Health Check
- Packages for Adolescents & Children-Life Style Clinic

EMPLOYEE HEALTH CHECKUP

- ❖ An employee health check up is carried out with all staff dealing with direct patient care.

DOOR-TO-DOOR SERVICE – PHARMACY

- ✚ The clinical pharmacy department of SEWAKUNJ Hospital is providing 24*7 services to the patients. For the convenience of the patients, one counter have been set up in the hospital complex.



CATH LABS

LNCT Medical College & Sewakunj Hospital Cath Lab is one of the busiest labs in India. Combined with the outstanding results achieved so far; the Cath Lab has played a role in catapulting the hospital to national prominence.

Our Cath Lab provides the following services:

- Diagnostic right and left heart catheterization and Angiography
- Coronary Angiography
- Coronary angioplasty and stenting
- Rotablation
- Carotid stenting
- Endovascular stent grafting for aneurysm
- Valvuloplasty
- Device closure of abnormal vascular channels
- Endo-myocardial biopsy
- Intra-aortic balloon pump



INTERNATIONAL PATIENT - TOURISM

- International Patient Care at LNCT Medical College & Sewakunj Hospital is a complete service for international patients visiting the hospital.
- The International Healthcare Services team coordinates all aspects of patient visits to the hospital, including managing medical consultations, coordinating hospital admissions, accommodating special food requirements, and assisting with travel and hotel arrangements.
- Our exceptional medical expertise is matched by our commitment to provide personalized care.
- From the patient's initial inquiries through their follow-up medical care back home, our International Healthcare Services Team acts as a single point of contact.

UNIVERSITY

- The LNCT University, established under section 2 of MPPUC Act, 2007 (No.17 of 2007) has main campus at Vill- Kanadia, Indore. The Medical College is situated in this campus.
- Educational programmes offered in future will be Medicine, Dentistry, Nursing, Pharmaceutical Sciences and Paramedical courses, both at graduate and postgraduate levels.

UNDERGRADUATE & POST GRADUATE TRAINING PROGRAMME

POST GRADUATE TRAINING

- Anatomy
- Physiology
- Biochemistry
- Pathology
- Pharmacology
- Microbiology
- Community Medicine



UNDER GRADUATE TRAINING PROGRAMME

- MBBS



COMPLAINTS AND GRIEVANCES:

- There will be occasions when our services will not be up to your expectations.
- Please do not hesitate to register your complaint. 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

- LNCT Medical College & Sewakunj Hospital 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. Visitors are requested to speak softly and avoid unnecessary noise. 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 area” and they do not hinder emergency cases from immediate and quick access to the emergency department.

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.
- ❖ Please refrain from demanding undue favors from the Staff and officials.
- ❖ Please provide useful feedback and constructive suggestions.

