



RAMA MEDICAL COLLEGE HOSPITAL & RESEARCH CENTRE

CITIZEN CHARTER

VISION

Our strategic vision is "To be an internationally acclaimed world-class facility for all Medical Education and Super Specialties Healthcare and allied Sciences Accessible and Affordable to all.

Rama Medical College Hospital & Research Centre would be recognized as an international leader in Orthopedics, Pediatrics, Neurosurgery, Laparoscopic Surgery, Intensive Care Medicine, Urology, Dentistry and allied care by demonstrating that the path to implementing health care reform starts at the community level.

To achieve our vision, Rama Medical College Hospital & Research Centre is Committed to Provide Health Care par excellence at reasonable cost. This would be achieved by increasing the patient satisfaction level, training the manpower in the relevant discipline and up gradation of Facilities on regular basis.

MISSION

"To become a centre of excellence for delivery of patient care. Teaching & Research in the field of Orthopedics, Pediatrics, Neurosurgery, Laparoscopic Surgery, Intensive Care Medicine, Urology & Super Specialties by translating it's given mandate and by developing a new vision to further advance its activities in a changing scientific and social environment, improving the health and well being of individuals, families and our community through research, innovation and to provide a single high standard of quality and services regardless of patient's ability to pay"

QUALITY POLICY

Rama Medical College Hospital & Research Centre is committed to provide Health Care par excellence. This would be achieved through:

1. Complying with National and International Quality standards.
2. Within the framework of Regulatory requirements.
3. UP gradation of Technology and Facilities on regular basis.
4. Training the manpower in the relevant discipline.
5. Continuous Quality improvement and
6. In the process striving to increase external- internal customer satisfaction level.

QUALITY OBJECTIVES

The principal objectives of the institute are:

- To provide high quality super specialty care using state-of-art technology meeting National and International Quality standards.
- To enhance the safety of both the internal and external customers through enforcement of standard policies and procedures for all the major activities and processes involved in the provision of health care.
- To optimize the resource utilization.
- To continually identify and enhance the knowledge and skills of the care providers at Rama Medical College Hospital & Research Centre.
- To improve quality of work life of all workers at Rama Medical College Hospital & Research Centre.
- To proactively strive to continually improve.

SERVICES PROVIDED

The institute provides not only tertiary level facilities but also a mixture of primary and secondary level care in the field of Neurosurgery, Laparoscopic Surgery, Intensive Care Medicine & Pediatrics, Urology, Orthopedics, Pediatrics, Obstetrics & Gynecology, Nephrology(Dialysis), ENT, Ophthalmology, T.B & Chest, Psychiatry, Dermatology, General Medicine.

Radiology and Imaging Service units are well equipped with the latest generation spiral CT scan, color Doppler & Ultrasound, 800, 500 & 300 MA X-Ray Machines with high tech mobile X-Ray Unit(for bed side Procedures)

Lab Services include Hi-Tech Pathology and Cytology, Clinical Pathology, Immunology & Bio-Chemistry and Histo-Pathology equipments, coupled with technical expertise ensure accurate diagnosis, under stringent quality control protocol.

Hospital provides 24 hour Emergency services & ambulance service, both ALS & BLS types.

USER CHARGES:

- General OPD consultation charges for Medical specialties are INR 05/- valid for a One week.
- OPD charges consultation for Medical Super-specialties are INR 05/- valid for a period of One week.
- Charges for other procedures/service are era.
- Detailed user charges list is available with the reception & registration desks.

HOW RMC ADDRESS PATIENT'S GRIEVANCES?

1. For Clinical, Diagnostic & Patient related issues/grievance address to Medical Superintendent, Administrative Block, Ground-Floor, Rama Medical College,
2. For Administrative & Establishment related issues/grievances address to Director.

Hospital has defined Patient's Rights & Responsibilities. These are displayed at various locations in the hospital premises.

Hospital is proactively involved in making the hospital safe for everyone. Emergency CODES with hotlines have been developed. The Intercom numbers are: Fire: 101, Ambulance: 102, Cardiac Arrest: 111, Other Emergencies/Mishaps: 100

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