

## **CITIZEN'S CHARTER**

**Dear citizen,**

- You are welcome to Vinayaka Mission's Kirupananda Variyar Medical College & Hospitals (VMKVMCH), a constituent unit of Vinayaka Missions University.
- VMKVMCH is committed to provide quality medical care to each and every citizen coming to VMKVMCH.
- VMKVMCH, striving hard to provide comprehensive, high quality tertiary care in broad specialty and super-specialty services to our users.

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

1. The services available in this medical college and hospitals.
2. The quality of services they are entitled to access.
3. The means Grievance Redressal Mechanisms.

### **Suggestions, Complaints & Grievances**

HELP US TO HELP YOU : Your opinions are most valued.

In the following pages, we have stated the services available and the quality we commit ourselves to maintain. If any discrepancy is noticed by you, if you are requested to make suggestions, please do not hesitate.

The complaints can be registered with Patient Relationship Officer whose office is located in the hospital. All complaints will be duly acknowledged, attended to within 10 working days and action will be taken and will in turn be conveyed to the complainant.

The hospital grievance committee meets on the last day of every month.

### **Responsibilities of the Users of the Charter**

The success of this charter depends on the support we receive from the users. Please try to appreciate the various constraints under which the hospital is functioning.

Please use the facilities of this hospital with care.

- Do not cause inconvenience the other patients
- Help us in keeping the hospital and its surroundings neat and clean
- The Hospital is a No Smoking Zone
- Refrain from demanding undue favours from the staff and officials.
- Provide useful feedback and constructive criticism.
- These may be addressed to the Medical Superintendent of the Hospital.

**For all queries relating to details regarding various courses of study, tuition fee, etc. please contact /call:**

**Medical College :**

<b>Sl.No.</b>	<b>Contact to</b>	<b>Phone / Mobile No.</b>
01.	Reception Desk	0427 - 3012079
02.	Academic Section	0427 - 3012079
03.	Dean	93621 04235
04.	Vice Principal	76395 52776
05.	Office of Dean of Faculties	0427 - 3012078 0427 - 3012079
06.	Office Superintendent	99424 06667

**For all information relating to Vinayaka Mission's Kirupananda Variyar Medical College & Hospital services please Contact / call :**

**Medical College Hospitals :**

<b>Sl.No.</b>	<b>Contact to</b>	<b>Phone / Mobile No.</b>
01.	Information Desk	0427 - 3012078
02.	Medical Superintendent	98433 37407
03.	Dy. Medical Superintendent	93608 38468
04.	Office of Medical Superintendent	0427 - 3012078
05.	Administrative Officer	99526 67712

**SALIENT FEATURES OF VMKV MEDICAL COLLEGE & HOSPITALS**

**Vision :**

To provide service to the humanity at large by making available best form of health care.

**Mission :**

- To establish hospital and community based health care services
- To provide the students with high quality medical education, in depth knowledge and skill in the field of medicine
- To contribute to the advancement of medical profession by conduct of quality research
- To develop team spirit and ability to work along with other health team personnel
- To ensure that the medical profession is practiced as per the ethical guidelines.
- To promote and execute health and medical programs in line with National and International Health Policy.

Vinayaka Mission's Kirupananda Variyar Medical College, Salem was started in 1995, then affiliated to The Tamil Nadu Dr. MGR Medical University, Tamil Nadu. Now it became a constituent college of Vinayaka Missions University (Deemed to be University) in 2004. The institution is located in the rural area of Salem, South India in a vast area of 51 acres. The institution is running UG and PG programmes with 23 well established departments recognized by Medical Council of India.

The institution has limpid vision of providing service to the humanity at large by making available the best form health care to the local community. It provides able governance and leadership to translate this vision into action through its high quality medical education and advancement of medical programme to achieve national and international health goals. The hospital has 630 beds with best of world class facilities made available at an affordable cost to the community with all innovative and sophisticated state-of-the-art equipment and teaching facilities. The hospital is having consultancy services, tie-ups with Govt. of Tamilnadu - Chief Minister Comprehensive Health Care (CMCHC).

Professional Development Programme and Student mentoring programme & extra curricular activities are conducted for the students regularly. The institution is conducting co-curricular activities seminar / workshop / CME every month. The periodical medical camps and NSS programme are being conducted in rural, tribal and urban areas of in and around of Salem and neighbouring districts. Curriculum development programme regularly to update teaching methodologies and the curriculum and syllabus for the UG and PG courses.

1. NJBMS, 2. Rural Medicine, 3. Junior Clinics are the journals published from the college along with the Society of Basic Medical Sciences.

### **NAAC Accreditation :**

Vinayaka Missions University undergone Assessment process for National Assessment and Accreditation Council (NAAC) in November 2015 and it has been accredited by NAAC. Our Institution has contributed to this Assessment and outcome in effective manner, fulfilling the all the criteria for assessment.

### **PROGRAMMES OFFERED :**

- UG – MBBS
- PG – MD / MS

#### **Pre – Clinical Departments :**

Anatomy  
Biochemistry  
Physiology

**Para – Clinical Departments :**

Microbiology  
Pharmacology

**Clinical Departments :**

General Medicine  
Pediatrics  
Psychiatry  
Skin & STD  
General Surgery  
Orthopaedics  
Ophthalmology  
ENT  
Obstetrics & Gynaecology  
Anaesthesia  
Radiology  
Transfusion Medicine  
Emergency Medicine

**PG Diploma :**

Orthopaedics  
Ophthalmology  
ENT  
Anaesthesia

**HOSPITAL SERVICES :****Casualty & Emergency Services**

- The department works under Casualty Medical Officers and Emergency Physicians, who along with duty specialty doctors are available round the clock.
- Senior doctors and specialists are available during working hours and make rounds to address specific issues as and when there is a need.
- VMKV Medical College Hospital has a sophisticated Operation Theatre Complex where teams of highly trained and experienced surgeons and staff nurses undertake complex surgeries.

Equipped with advanced systems, the OT complex, 19 operation theatres undertakes surgeries spanning a wide range of specialties.

Well equipped Operation Theatres with Central Sterile Services Department (CSSD) facilities.

## **OUT PATIENT DEPARTMENT :**

### **Working Hours :**

**Weekdays** : 9 : 00 AM. to 3:00 PM.

**Sundays** : 9 :00 AM. to 1:00 PM.

## **IN-PATIENT DEPARTMENT :**

All patients are admitted to the general wards of the hospital and are treated free costs. Only one attendant is allowed to stay with the patient. Visitors are allowed only at the following hours of the day :

Morning : 6:00 AM. to 8:00 AM.

Evening : 3:00 PM. to 7:00 PM.

This is in the interest of the patients and we urge you all to cooperate with us. Lift is available for the patients use.

The Hospital Pharmacy department monitors the distribution of required drugs to the hospital and also have a 24 x 7 functioning emergency pharmacy store.

Staff Nurses and supporting staff are on shift duty round the clock. After the duty hours, the duty doctors are available.

## **INVESTIGATIONS**

### **Sample collection timings :**

Round the Clock – 24 x 7

The hospital has an array of modern laboratories with stateof- the-art equipments. Trained laboratory staff provide proper assistance and guidance to the students.

We have a fully automated haematology and ELISA machine, Flouoresent microscope, Biosafety level 2, BOD incubator , Inspissator, Deep freezer etc.

Laboratory Services for essential emergency investigations are available round the clock.

Sample collections for routine investigations are done in a room meant specifically for them in case of outpatients. However, for special investigations, the patients will be directed to relevant department (Pathology, Microbiology, Biochemistry, etc ) by the treating doctor or his supporting staff.

Our endeavour is to maintain the best standards in the methods of investigations by means of suitable external quality controls and checks.

- Laboratory reports are made available within the shortest possible time which will be specified in the patients reports/slips.
- Radio Diagnostic services like X –Rays are taken 24 x 7 and reports are given within shortest time.
- MRI / CT Scan are taken round the clock.
- ECG facility is made available both at the OPD block in the cardiology and for emergency services at the bed side of the patient too.

## **BLOOD BANK & PHARMACY FACILITIES**

Our focus is economically disadvantaged groups, including both the rural and the urban backward areas. We extend our services to them through satellite clinics.

The hospital is a healthcare centre with comprehensive facilities to support its endeavour to provide the best care. Among these is a sophisticated blood bank that accepts donor blood to meet the needs of patient's requirements. A wellstocked 24 hour pharmacy and round-the-clock laboratory services are others. We have separate Blood Donors club.

## **SPECIALTY SERVICES :**

- Arthroscopy & Joint Replacement
- Cardiology
- Child Development Clinic
- Diabetes Centre
- Executive Health Check-up Centre
- Gastroenterology & Hepatology
- Neonatology
- Nephrology
- Head & Neck Oncology
- Paediatric Surgery
- Plastic Cosmetic & Reconstructive Surgery
- Urology
- Trauma Care & Emergency Medical Services (T C & E M S)
- Blood Bank & Component Therapy Unit
- Cardiac Cath-Lab
- Clinical Bio-Chemistry
- Histopathology
- 1.5 T MRI & Spiral C T Scan.
- Microbiology
- Pathology
- Advanced Medical Research lab (Central Research Lab)
- Poisoning Unit

## **DIAGNOSTICS**

Accurate diagnosis is the key to proper treatment of patients and VMKV Medical College Hospital has invested in highly sophisticated diagnostic equipments incorporating the latest advances in the field of medical diagnostics, operated by highly trained staff.

Recent additions to the equipment installed include:

- 16 slice CT scan
- MRI
- Mammogram
- BMD
- Ultra Sonography
- Digital and Portable X-ray
- Portable ECG
- Portable USG
- X-ray machine 800 mA
- Cath Lab

## **OTHER SERVICES :**

- There is a standby automatic generator to cater emergency services in case of failure in electricity supply to the hospital.
- Public telephone booth is available in the hospital premises.
- Adequate drinking water and toilet facilities are available in all the wards and Out Patient Department of the hospital.
- A full fledged canteen is available to the patients.
- Free, hygienic & nutritional food provided to the patients.
- 24 x 7 Pharmacy is located in the hospital premises.
- Free treatment provided to the socially and economically weak people.
- The hospital is a healthcare centre with comprehensive facilities to support its endeavour to provide the best care through Chief Minister Comprehensive Health Care to meet the expenditure.
- The hospital has an in-house laundry for scientific cleaning of bed linen and patient gowns.
- Protected, safe drinking water.
- A good sanitary services
- Biomedical waste disposable management
- Extension services to tribal areas, rural areas and School Health Programmes.