

CITIZEN CHARTER OF TMC

Dear citizen,

Welcome to TMC, the newborn Medical College of Assam. TMCH is committed to provide quality services and medical care to each and every citizen coming to us. In line with our mandate, we, at TMC, 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 and limited resources.

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 and the means through which complaints regarding denial or poor quality of services will be redressed.

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GENERAL INFORMATION

LOCATION

Tezpur Medical College and Hospital (TMCH) is located at Bihaguri, adjacent to the AH-15. Tezpur.

NUMBER OF BEDS, DOCTORS, NURSES,etc.

The hospital has a total of 300+ beds (excluding Emergency Ward). There are 136 doctors (incl. Faculty members, Sr. and Jr. Residents).

ENQUIRY AND INFORMATION ABOUT TMC

Central Enquiry & Registration office is located just inside main entrance.

Registration Counters, Enquiry counters and help desk are available at the main entrance hall. Hospital pharmacy is stationed at the same venue.

Website – www.tmcassam.org

TMCH Helplines:

Casualty numbers - [03712-241313](tel:03712-241313) (round the clock)

[Others.....](#)

INDOORS SERVICES

Patients admitted to General Ward of TMCH have to deposit bed charges at Rs. 5/- per day. This entitles them for doctor's consultations, certain basic investigations, life saving medicines and surgical items, diet, linen, I.V. fluids etc.

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

Hospital Attendants are available in different wards to help in patient care and related activities. Emergency wards are equipped with modern gadgets & equipment's, e.g. monitors, defibrillators, nebulizers; central O2 & suction supply etc. are available in ICU Complex.

Indoor services have portable X-ray machines, ECG services - (in Medicine OPD), 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, 1998) and utmost care is taken to keep the premises neat and clean.

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 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. Also, Tea is provided in the morning.

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 operations. e.g. blood transfusion, endoscopies and similar interventions.

Operation Theaters

The institute has fully equipped modern Operation Theatres, where all kinds of major and minor surgeries are performed.

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/urgencies, the out of turn surgeries are also performed, at the discretion of the treating doctors. 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.

Laboratory Services

Emergency Lab - 24 hours, throughout the year, for all emergency investigations.

Routine Lab - Sample Collection Timings:- 9:00am to 2:00 pm.

All type of routine and special investigations incl. Biochemical, microbiological, pathology and immunological studies are done at TMC.

Blood Bank:-

TMCH has a licensed modern Blood Bank that 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 blood 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.

Miscellaneous Facilities

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

CASUALTY AND EMERGENCY SERVICES

Phone Number of Casualty :-[03665-252019](tel:03665-252019), [03665-252024](tel:03665-252024) (round the clock)

Location:-Ground floor, accessible from the right side gate of TMCH.

These services are available 24 hour a day, throughout the year.

Anyone with urgent medical problem can seek consultation/treatment in the Casualty.

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 Orderlies etc. to provide urgent medical services.

We endeavor to provide medical care (incl. Investigation & treatment) at the earliest possible time. However, in view of extreme workload in casualty those cases that are not so urgent may have to wait for some 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.

Casualty has Emergency Operation Theatre for any urgent surgery etc. 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 etc. are available for casualty patients.

Facilities like Wheel Chairs & patient trolleys are available at the entrance of casualty.

COMPLAINTS AND GRIEVANCES

There will be occasions when our services will not be up to your expectations.

Please do not hesitate to register your complaints. It will only help us to serve you

better.

You may lodge your complaints to the Hospital Superintendent. Every complaint will be duly acknowledged and sincere attempt will be made to solve your problem.

OUT PATIENT DEPARTMENT (OPD) SERVICES

Out Patients are consulted at the OPD complex in the main hospital building.

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

OPD Card costing Rs. 5/- can be purchased from main counter, OPD ground floor. After this, you should get yourself registered at the counter of respective OPDs.

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.

Investigations: After OPD consultation, the treating doctor will fill up the requisition forms for various investigations & direct/guide you to the concerned lab /dept.

Sample collection center for Blood, Urine, Stool etc. - Central Laboratory, Ground Floor, Main Hospital Building.

Patients should Deposit the money for investigation only at the designated hospital Cash Counters and obtain the proper receipt.

Due to workload, waiting period exists for certain investigations like CT, USG etc. Patients are given future dates by the concerned departments. However, these may be done out of turn in urgent situations, on recommendation of the treating doctor.

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

The decision to admit a patient rests with the treating doctor. The patient will be admitted only if a vacant bed is available. But, in case of emergency, out of turn admission may be done.

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

OPDs have respective waiting hall with chairs, drinking water & toilets etc. at each floor.

You should park your vehicle in the designated parking only.

To meet day-to-day needs of patients, there is canteen.

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 500 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 crowding or making noise unnecessarily.
- 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 & help maintain the order and peace inside the hospital premises.
- Please use the facilities of this hospital with care and do not damage/ spoil hospital

- property.
- Beware of Touts & unauthorized persons. Don't indulge in any money transactions with them.
 - The Hospital is a **No Smoking 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.

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

"PLEASE HELP US TO KEEP IT CLEAN AND SERVE YOU BETTER."

"THIS IS YOUR HOSPITAL"