



**AARUPADAI VEEDU MEDICAL COLLEGE & HOSPITAL**

(Vinayaka Missions Research Foundation - Deemed to be University)

Cuddalore Main Road, Kirumampakkam, Puducherry - 607 403.



# CITIZEN CHARTER

## **INTRODUCTION**

Thirumuruga Kirupananda Variyar Thavathiru Sundara Swamigal Medical Education and Charitable Trust was founded in 1982 by Dr. A. Shanmugasundaram. This panoramic institutional setup has three parts entirely designed for service to mankind by way of Medical Education through three of its large Medical Colleges namely:

1. Vinayaka Mission's Kirupanandha Variyar Medical College & Hospital, Salem
2. Vinayaka Mission's Medical College & Hospital, Karaikal
3. Aarupadai Veedu Medical College & Hospital, Puducherry.

Besides the three fully established Medical Colleges, this Educational Trust has many other Institutions functioning under this Trust. One of the Institutions of this gigantic educational group is Aarupadai Veedu Medical College & Hospital which is situated on the Pondicherry - Cuddalore Highway. This College was established in the year 2000 - 01 as one of the affiliated Medical Colleges of Pondicherry. Later in the year 2004 - 2005, this Medical College was brought under the ambit of Vinayaka Mission's Research Foundation – Deemed to be University. Aarupadai Veedu Medical College & Hospital is recognized by the Medical Council of India for Under Graduate Medical course like MBBS, and Post graduate (13) Medical courses like MD and MS in various broader speciality subjects, Physiotherapy (BPT & MPT), Allied Health courses (Degree & Diploma).

- Complete dedication in providing efficient and reliable patient care services
- Efficient service with dedication to integrity and fairness
- Motivating the patient for helping themselves as well as the Institute to serve them better
- Periodic & regular monitoring of functioning Providing challenging and rewarding career for every employee
- Transparency in functioning Commitment in understanding and fulfilling patient's need

## **OBJECTIVE**

Objective of 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 know about our:

- Total devotion for providing efficient and reliable patient care services
- Efficient, prompt and courteous service with dedication to integrity
- Motivating the patient for helping themselves as well as the Institute to Serve them better.

This Charter is made to provide a framework, which enables our users to know:

The following services are available in this Institute:

- The quality of services
- Redressal of complaints regarding denial or poor quality of services.

## VISION

*Imparting Quality Medical Education for the Betterment of the Society*

## MISSION

*A Centre of Excellence offering Medical Education for the Students & contributing to the Society, Nation & the World to reach the unreached - to provide outstanding and affordable medical care in a patient friendly environment and in a spirit of compassion to all, regardless of race, caste and religion. AVMC is an organization dedicated to establishing a centre of excellence in health care and improving the well-being of the community through quality programmes of preventive medicine, medical education and research.*

## LOCATION

Aarupadai Veedu Medical College is located at Pondicherry - Cuddalore Main road, Kirumampakkam, Bahour Commune Puducherry, Pincode 607 403. India.

## CONTACT US

Designation	Name	Telephone with STD code	Mobile	Fax	Email
Dean	Dr. M.K. Muralitharan, MS, MCh, (Neuro)	0413-2615625	9944218531	0413-2611658	dean@avmc.edu.in
Dean-HPE	Dr. V.N. Mahalakshmi, MS, MCh (Paed)	0413-2615625	9244436037	0413-2611658	deanhpe@avmc.edu.in
Medical Superintendent	Dr. Jayasingh, MD	0413-2615625	9360231933	0413-2611658	ms@avmc.edu.in
Vice Principal	Dr. T. Rajan, MS	0413-2615625	9787100875	0413-2611658	vp@avmc.edu.in

## IMPORTANT TELEPHONE NUMBER

Casualty: 0413 - 2611126

Blood Bank: 0413 – 2611072

## GENERAL INFORMATION:

The Institution has:

Doctors: 267

Nurses: 206

Teaching Beds: 584

### **STAFF UNIFORM**

Doctors wear white aprons and nurses are in uniform. All staff wears an identity card of AVMC Hospital, Puducherry.

### **ENQUIRIES**

- Directional signboards are fixed on each floor.
- Enquiries counter exist at the Reception.
- Telephone number of enquiry – 0413 2615245, 0413 2615246
- Public Relation Officer helps the patient at the OPD entrance.

### **CASUALTY AND EMERGENCY SERVICES**

- The casualty functions round the clock.
- Casualty direct No: 0413 2611126
- Casualty Medical Officer and Resident Doctors are available 24 hrs.
- Duty Doctors are available on call round the clock in all specialties.
- There are 20 beds in the emergency room.
- Emergency operation theatre is maintained.
- 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 emergencies round the clock.

### **OUTPATIENT DEPARTMENTS**

Timings: 8.00 AM to 1.00 PM & 2.00 PM to 4.00 PM (Lunch break 1.00 to 2.00 PM)

- Every outpatient seeking treatment at the hospital is registered prior to the consultation.
- 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.

### **Services Available**

- ❖ General Medicine
- ❖ General Surgery
- ❖ Obstetrics & Gynaecology
- ❖ Paediatrics
- ❖ Orthopaedics
- ❖ Physiotherapy
- ❖ Ophthalmology
- ❖ ENT
- ❖ Dermatology
- ❖ Chest & TB
- ❖ Anaesthesiology

- ❖ Radiology
- ❖ Psychiatry
- ❖ Dental

#### **Super Speciality**

- ❖ Emergency Medicine
- ❖ Medical Gastroenterology
- ❖ Rheumatology
- ❖ Nephrology
- ❖ Plastic Surgery
- ❖ Neonatology
- ❖ Neuro- Surgery
- ❖ Urology
- ❖ Pediatric Surgery
- ❖ Pulmonary Medicine
- ❖ Palliative Care
- ❖ Speech Therapy
- ❖ Optometry

#### **Laboratory Services**

- ❖ Biochemistry
- ❖ Blood Bank
- ❖ Hematology
- ❖ Histopathology
- ❖ Cytology
- ❖ Microbiology
- ❖ Serology
- ❖ Central Clinical Laboratory with Fully Automated Analyzers
- ❖ Metabolic Research

**Routine Investigations:** Available on all days

#### **COLLECTION OF SPECIMENS**

All Days: 08.00 A.M to 04:00 P.M.

Reliability and promptness of laboratory results is ensured as tests are done on Automated machines which are regularly calibrated & Reports are made available within the shortest possible time, which will be specified depending on the nature of the investigation.

#### **EQUIPMENT AND FACILITIES**

This hospital has the following services:

- ❖ EEG
- ❖ ECG
- ❖ NCV & EMG
- ❖ PFT

- ❖ AFT
- ❖ TMT
- ❖ ECHO
- ❖ AUDIOGRAM, BERA & OAE
- ❖ CRITICAL CARE UNIT
- ❖ PHYSIOTHERAPY AND OCCUPATIONAL THERAPY UNIT
- ❖ YOGATHERAPY
- ❖ DEAADICATION CENTRE
- ❖ DIALYSIS UNIT
- ❖ CT SCAN
- ❖ MRI SCAN
- ❖ USG
- ❖ DIGITAL X-RAY
- ❖ BMD
- ❖ NEONATAL INTENSIVE CARE UNIT
- ❖ CATH LAB
- ❖ MAMMOGRAPHY
- ❖ RANDOM DONOR PLATELETS

#### **DURING YOUR STAY**

We hope this information helps you to prepare for your stay as an inpatient in the Hospital

A skilled team of personnel will make your stay comfortable and pleasant.

#### **SCHEMES**

Tamilnadu Chief Minister Schemes

Tamilnadu Government Employee Health Scheme

Tamilnadu Government Pensioners Health Scheme

Star Health Insurance Scheme

MD India

Annai Annappoorani Maternity Beneficiary Scheme (Institutional)

#### **MEDICINES & CONSUMABLES**

Medicines and surgical consumables required for the treatment can be procured from the in-house pharmacy which works 24 hours A general pharmacy is located in outpatient department which functions 24 hours.

#### **FOOD SERVICES**

The hospital dietary department provides food at free of cost for the patient. Our kitchen is well equipped to serve good balanced food.

## **CAFETERIA**

The CAFETERIA is open for 24 hours.

## **Attendant**

Attender's pass facility is available. 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. Female attender is a must for female patients. Attender's pass is issued from IP admission counter at the time of patient admission.

## **OTHER SERVICES & FACILITIES**

Wheel Chairs and stretchers are available on request at any point.

There is a stand-by generator to cater to emergency services in case of electricity break down. Adequate drinking water and toilet facilities are available.

## **GENERAL INFORMATION**

- Medico legal cases: On admission of a medico legal case, the Hospital has to honor the rules of the Indian Govt. and inform 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 Bahour Commune Panchayat. The family has to collect the final Death Certificate from the Bahour Commune Panchayat.
- Similarly, Birth certificate can also be obtained from the Bahour Commune Panchayat.

## **Embalming Services**

Embalming facility is provided at AVMC & H. This facility is also available for international patients. Embalming Certificate is provided by the concerned Authorities.

## **PATIENT SERVICES DEPARTMENT**

Free treatment & Concession will be given to the poor patients.

## **COMPLAINTS AND GRIEVANCES**

In the event of our services not being satisfactory up to your expectation, please do not hesitate to register your complaint. It will only help us to serve you better. Every grievance will be duly attended to promptly.

## **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.
- Please refrain from demanding undue favours from the Staff and officials.
- Please provide useful feedback and constructive suggestions