



American International Health Management Limited (AIIMS)

GBH General Hospital & GBH Memorial Cancer Hospital

(Estd by: American International Health Management Limited-AIHML)



Contact us:

Near Transport Nagar, Bedwas, Udaipur

Email: contact@gbhmch.org

Website: www.aiimsudr.ac.in

Contact No: 0294-3060600

CITIZENS CHARTER

American International Institute of Medical Sciences (AIIMS) continues to provide dedicated patient care and endeavors 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 US

American International Institute of Medical Sciences is the institute which comes under American International Health Management Limited (AIHML). This group is working from more than 10 years, has been setting new benchmarks in quality standards and health care delivery. Under the inspiring leadership of **Dr. Kirti K Jain** AIIMS is solely committed to providing unsurpassed health and wellness services by our exceptionally talented clinical staff. It not only addresses the illness but also concentrates on overall wellbeing of the patients. Situated at Udaipur, it has indeed made a mark in the city and has built a reputation for exceptional clinical quality and patient satisfaction.

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,

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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

To provide the highest quality tertiary (super-specialty) medical care, outstanding service and best value to all its local and global clientele; through dedicated, highly skilled and compassionate doctors and staff; using State of the Art technology. We are also committed to the growth, development and welfare of our people, and the creation of value for our stakeholders.

VISION

To provide the highest quality medical care, exceptional service and best value to all its local and global clientele; through dedicated, highly skilled and compassionate doctors and staff; using state-of-the-art technology.

“To Serve To Heal To Grow”

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GENERAL INFORMATION:

The institution has:

Doctors: 150+

Nurses: 200+

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Beds: 650

Staff Uniforms:

Doctors wear white aprons and nurses are in uniform. All staff wears a badge or an identification card of American International Institute of Medical Sciences (AIIMS).

CASUALTY AND EMERGENCY SERVICES:

We Offer 24 Hours Emergency Health care Services:

- A comprehensive Trauma & Emergency Department for patient care supported by a well-coordinated ambulance service that is easily accessible
- Designed as state-of-the-art Trauma Centre
- The unit is supported by trained doctors around the clock, cutting edge technology and ambulance services with critical life-saving equipment manned by trained medical and paramedical staff. Our ambulances have the ability to transport critically ill patients in need of life support
- Fastest Response Time In Accidents and various emergencies
- Team Work between various specialties
- Co-ordinated work of high standards and ethics
- Highest level of quality of patient care and services
- Equipped to handle any kind of Mass Trauma and Casualties

AMBULANCE SERVICES

- The hospital has a reasonable facility 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 from AIIMS or to AIIMS.

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- Ambulance service enquiry no: 0294-3060600. If you are IP Patient and need an ambulance you can call at extension no-600 or you may also get in touch with nursing staff for further information.
- This facility is available 24 hours a day, on all days.

APPOINTMENT HELP DESK

Appointments for concerned departments are centralized. While taking an appointment please quote your Name, concerned department, age, Phone no and city and the preference of physician to be seen. If you are already registered in AIIMS then mention the Patient No.

Working Hours – 8.00 am- 6.00 pm (regular days.) Appointments can be taken through phone and the Phone no.: 0294-3060600.

OUTPATIENT DEPARTMENTS:

- Timings: 08:00 AM to 03:00 PM on all working days. There is no OPD on Sundays and National Holidays, Emergency is always working 24X7.
- Every outpatient seeking treatment at the hospital is registered prior to the consultation.
- A case sheet is generated electronically 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.
- In case, you are a non-appointment / walk-in patient, you are requested to wait to see the doctor.
- 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 OP Billing Counter.

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SPECIALITY/DEPARTMENT

- Anesthesiology
- Dental
- Dermatology (Skin)
- General Medicine
- ENT
- General surgery
- Gynecology & Obstetrics
- Ophthalmology
- Orthopedics
- Pediatrics
- Radiology
- TB & Chest

LABORATORY SERVICES

- Haematology
 - Clinical Pathology
 - Histopathology
 - Cytopathology
 - Biochemistry
 - Bacteriology
 - Serology
 - Micology
 - Micobacteriology
 - Immunology
 - Parasitology
 - Virology
 - Histopathology
- Routine investigation can be done in all working days
(Sundays and holidays closed)

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- Collection of Samples: All Days 08.00 AM to 05:30 PM (Sundays and other Holidays closed).
- 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.

ADMISSION:

To begin the process, you or a member of your family will need to meet our reception executive at the reception, situated on the ground floor. Kindly bring the admission note from your treating doctor for the same or admission form from the emergency. The allotment of a specific room is based on its availability.

The registration form will have to be filled with the necessary information, which is mandatory for us to register you as a patient. (In the case, if you are not already registered with us). The slot for your surgery will be booked by your treating surgeon. In case of cancellation of the surgery due to medical reasons, an appropriate message shall be conveyed by the Doctor.

The deposit for admission has to be paid prior to the admission. In case you want to avail the cashless services, please contact the corporate desk in advance to help you with the requisite formalities.

CASHLESS & INSURANCE PATIENTS

In case you are availing the cashless facility, inform the insurance cell as soon as possible to have a smooth functioning, also hand over your pre-authorization forms. In case, your TPA approval is not sanctioned, or you do not provide the approved pre-authorization form at the time of admission you will be treated as a self-paying patient.

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Please note the following additional points:

Please bring along with you, TPA ID card, patient photo ID proof and 3-4 years Policy papers. It is mandatory to bring your concerned medical records at the time of admission.

MEDICAL CARE SERVICES

Your consultant doctor at American International Institute of Medical Sciences will attend and take care of all medical treatment while you are in the hospital.

NURSING CARE

Our nursing staff will attend to you after admission to the ward. She/He will familiarize you with the room, the bed head panel switches and the nurse call device, which you may use to call the nurse. He/She will also inform you about the rules regarding the meal and doctor rounds and treatments. In case, you have specific nursing needs please inform the nurse in-charge of the floor.

PHARMACY

Your medication will be prescribed by our doctor. It will be provided by the hospital pharmacy 24X7. Hospital policy does not permit medicine to be sourced from outside.

FOOD & CANTEEN SERVICES

Canteen for patients and their relatives are available at ground floor of hospital.

VISITOR'S INFORMATION

In the rooms/wards, only one attendant may stay with the patient. A pass for this has to be obtained from the Reception. The security staff will ask to see this pass. Therefore, you are requested to please keep the pass ready for checking. Separate passes are issued for critical care units and operation

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theaters. Please get in touch with the reception for the same. These passes are to be returned to the hospital after the transfer or discharge of the patient.

Fresh Flowers are not allowed in the inpatient areas.

Visiting Norms

Area	Morning	Evening
Wards	11:00 AM to 12:30 AM	06:00 PM to 07:30 PM
Critical Care Units	7:30 PM to 08:30 PM	

Visitors are not permitted at any other time. Nurse may ask visitors to leave the room if the patient's condition so warrants or if hospital policies are not being followed. Your co-operation is solicited.

DISCHARGE:

- Discharge from the hospital is normally given up to 10 AM daily.
- An approval and written order from your consultant doctor is required for the discharge process to be initiated.
- The discharge process may take up to 2 hours for the completing of all the formalities.
- A copy of final slip, indicating your financial clearance will be handed over to you by the billing staff. Kindly produce this at the nursing station of your ward.
- Discharged patients are requested to vacate the room as early as possible, preferably prior to 11 am. Staying beyond this time will necessitate an additional charge. Your co-operation is requested.

YOUR PERSONAL BELONGINGS:

Pack light when you come to the hospital for admission. You will be provided with hospital clothing. The toiletries shall also be provided to you by the hospital, please ensure that all your jewellery & valuables items are

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removed and kept at home or in the safe custody of your relatives.

TELEPHONE & ROOM TRANSFERS

Every private room has a telephone that enables you to make calls within the hospital. Please dial 600 from the room telephone for any information. No calls are permitted in the critical care units.

Request for room/change if any, may be made at the Nursing counter.

COMPLAINTS AND GRIEVANCES:

There will be occasions when our services will not be upto your expectations. Please do not hesitate to register your complaint. It will only help us serve you better. There is a redressal forum that function in association with the HR Department to attend to all grievances. The complaints can be informed on #433 from the hospital intercom or through the direct phone line 0294-3060600. Every grievance will be duly acknowledged

RESPONSIBILITY OF PATIENTS/USERS

- Shall retain the case paper in proper condition for future use.
- Shall raise question/queries to treating doctor when he/she does not understand regarding treatment.
- Shall follow the prescribed treatment plan and carefully comply with the instructions given.
- Shall be on time for the appointments given for the diagnostic procedures or other procedures.
- Shall bring to the notice of the treating doctor or health care team if his/her condition worsens or does not follow the expected course.
- Shall attend follow-up appointment as scheduled.
- Should not take any medications without the knowledge of doctor and healthcare professionals
- Should not give medication prescribed for him/her to others.

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- Shall not create inconvenience to other patients.
- Shall understand and respect that admitted patient and patients requiring emergency care are first priority for your doctor
- Shall realize that it necessary for the hospital to take measures to ensure personal privacy and confidentiality of medical records.
- Shall help to keep the hospital and surrounding clean and hygienic.
- Shall comply with the no smoking and no spitting policy
- Shall comply with the visitor policies to ensure the rights and comfort of all patients.
- Shall be considerate of noise levels, privacy and safety.
- Shall not carry any type of weapons
- Visitors, attendants, relatives of the patient should not park the vehicles in the no parking zone.
- Shall pay for services billed for in a timely manner as per the hospital policies.
- Shall treat hospital staff, other patients, and visitors with courtesy and respect.
- Should not demand undue favors from the staff and officials.
- Shall understand the charter of rights and seek clarification, if any.

FEEDBACK AND REDRESSAL

We are interested in knowing about your experience as a patient at American Institute of Medical Sciences. Please send you feedback on contact@gbhmch.org.