**CITIZEN’S CHARTER**

**DISTRICT HOSPITAL; CHAMPHAI**

|  |  |
| --- | --- |
| **NAME OF HOSPITAL** | DISTRICT HOSPITAL , CHAMPHAI |
| **LOCATION** | (F8J5+CVG) VENGSANG, CHAMPHAI |
| **ESTABLISHED HISTORY** | 1898:- Dispensary tih ani  1975: - Civil Hospital tih a upgrade ani  Ni 1st October 2006: - District Hospital tih ani  Ni 1st February 2010:- Building thar Foundation Stone  Ni 30th October 2014:- Building thar Inauguration |
| **DISTANCE FROM CAPITAL CITY** | 198 Kilometers |

**DISTRICT HOSPITAL A SERVICES AWMTE**

|  |  |  |
| --- | --- | --- |
| **SL NO** | **SERVICES** | **TIMING** |
| 1 | Accident & Emergency services (Casualty) & Disaster Management Unit | 24 X 7 |
| 2 | Ambulance Services | 24 X 7 |
| 3 | Blood Bank services | 24 X 7 |
| 4 | Diagnostic Services/Laboratory etc.   * 1. In-house Laboratory   2. Digital X-Ray   3. Endoscopy   4. Ultrasound   5. ECG | 24 X 7 |
| 5 | OPD Services | 9:00 am to 3:00 pm |
| 6 | Indoor 100 Bedded Services | 24 X 7 |
| 7 | Operation Theater (OT) | 24 X 7 |
| 8 | Intensive Care Unit (ICU) | 24 X 7 |
| 9 | Pediatrics ICU/HDU | 24 X 7 |
| 10 | Special Newborn Care Unit (SNCU) | 24 X 7 |
| 11 | Orthopaedic | 24 X 7 |
| 12 | Surgical Ward | 24 X 7 |
| 13 | Obs & Gynae Dept | 24 X 7 |
| 14 | Eye dept | 24 X 7 |
| 15 | ENT Dept | 24 X 7 |
| 16 | Anaesthesiology Department | 24 X 7 |
| 17 | Dental Dept | 24 X 7 |
| 18 | Private cabins | 24 X 7 |
| 19 | Dialysis Unit | Daily Routine & Emergency |
| 20 | AYUSH Services | OPD hour |
| 21 | Physiotherapy Services | OPD hour |
| 22 | Administrative Department | OPD hour |
| 23 | Mortuary Service | Day time only |
| 24 | Suggestion Box with grievance redressal | 24 X 7 |
| 25 | Support services Available:  AdministrativeDietary services, Laundry services, Security services, Housekeeping services, Maintenance services, Pharmacy & Dispensing services, Medical record services, RKS services | 24 X 7 |
| 26 | **National Health Programs / Scheme** | |
| National Tobacco Control Program (NTCP) | 24 X 7 |
| National Program for Palliative Care (NPPC) | 27 X 7 |
| National AIDS Control Program (NACP) | OPD hour |
| Mental Health Program | OPD hour & Emergency |
| National Programmed for the Health Care of the Elderly (Geriatric Care) | 27 X 7 |
| National Programmed for Control of Cancer, Diabetes, Cardiovascular Disease & Stroke (NPCDCS) | OPD hour |
| Integrated Disease Surveillance Program (IDSP) | 24 X 7 |
| National health Program for Deafness | OPD hour |
| Janani Suraksha Yojana (JSY) | 27 X 7 |
| Janani Shishu Suraksha Karyakaram (JSSK) | 24 X 7 |
| 27 | **State Special Health Programs** | |
| Healthcare Scheme   1. Ayushman Bharat – Pradhan Mantri Jan Arogya Yojana (AB-PMJAY) 2. Mizoram State Health Care Society (MHSCS) | OPD hour & Emergency |
| Mizoram State AIDS Control Society (MSACS)   * + 1. Integrated Counseling and Testing Centre (ICTC)     2. Anti-Retroviral Therapy (ART)     3. Opioid Substitution Therapy (OST)     4. Sexually Transmitted Disease (STI)/ Reproductive Tract Infection (RTI) | OPD hour & Emergency |
| 28 | Others services Available:  Central Sterile Services Department (CSSD)  500 LPM PSA Medical Oxygen Plan  80 LPM PSA Medical Oxygen Plan  500 KVA Diesel Set  100 KVA Diesel Set  Incinerator  100 KVA Solar Power Plan | 24 X 7 |

**PATIENT RIGHTS & PATIENT RESPONSIBILITIES**

**(*DAMLO CHANVO LEH DAMLO MAWHPHURHNA*)**

|  |  |  |
| --- | --- | --- |
| **SL NO** | **PATIENT RIGHTS**  **(*DAMLO CHANVO*)** | **PATIENT RESPONSIBILITIES**  **(*DAMLO MAWHPHURHNA*)** |
| 1 | Right to Quality Care, Considerate & Respectful treatment.  *Ngaihvena thaber, hriatthiamna leh zahtaka enkawl hi an chanvo ani* | Responsibility to provide all the information related with his/her health to the medical staff.  *Natna zawng zawng kimchang taka thawktute hriattir hi an mawhphurhna ani*. |
| 2 | Right to Privacy & Confidentiality and has Right to access to his/her clinical records  *Zahawmna leh thuruk humhimsak hi an chanvo ani a, an clinical records te an hre thiang ani.* | Responsibility to follow the treatment plan as prescribed by consultant.  *Doctor ten inenkawldantur an sawite uluk taka zawm hi an mawhphurhna ani*. |
| 3 | Right to Information on Care Plan, Progress and other healthcare needs and has right to refuse any treatment  *Natna enkawldantur hriattir leh kalzel dantur hriat hi an chanvo ani a, duhlohzawng a enkawlna an dawng anih chuan an hnial thiang ani.* | Responsible to be respectful and considerate towards staff.  *Thawktute zahtak leh hrethiam taka lo dawnsawn hi an mawhphurhna ani*. |
| 4 | Right to informed Consent before any invasive/high risk procedures/treatment  *Natna khirh bik/ hlauhthawnawm taka enkawlngai (e.g- Inzai) tih anih hmain, an remtihna lak hmasak hi an chanvo ani.* | Responsible for his/her actions if he/she refuses treatment or does not follow the agreed  *Enkawlna dawn hi an remtilo anih chuan an mawhphurhna ani*. |
| 5 | Right to information on expected cost of treatment  *Inenkawlna senso beisei zat hriattir hi an chanvo ani*. | Responsible for following Hospital Rules and Regulations  *Damdawiin Dan leh Hraite zawm hi an mawhphurhna ani*. |
| 6 | Right to seek an additional opinion regarding clinical care.  *Inenkawl dan ah duhbelh dang an nei anih chuan an beisei thiang ani*. | Responsible for fulfilling financial obligations as promptly as possible  *Sum leh pai a an tihturte rang takin an hlen ngei tur ani*. |
| 7 | Right to protection from neglect or abuse and Right to complain and information on how to voice complain  *Tihduhdah leh ngaihthahna laka humhim hi an chanvo ani a, an sawisel in ngaihdan an sawi thiang ani.* | Hospital is not responsible for the personal property/valuables of the patient’s/family  *Damlo/a chhungte mi mal thil /thil hlu chungah Damdawiin in mawhphurhna a neilo ani*. |

**STANDARD & QUALITY OF SERVICES**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **SL NO** | **SERVICES** | **QUALITY** | | | | | | | |
| 1 | OPD hawn dan  (Govt. holiday leh 2nd Saturday ah OPD khar ani) | OPD Card lak hun - 9:00 AM – 12:00 Noon  OPD Inentir hun - 10:00 AM – 2:00 PM  Daily Dressing: Nitin OPD hun chhungin, Dressing room ah | | | | | | | |
| 2 | IPD Khum awm zat | **Departments / Units** | | | | **Damlo khum awmzat** | | | |
| Casualty | | | | Examination bed 3 | | | |
| Surgery | | | | 20 | | | |
| Medicine | | | | 20 | | | |
| Obs. & Gynae. | | | | 27 | | | |
| Pediatric | | | | 10 | | | |
| ENT | | | | 5 | | | |
| EYE | | | | 5 | | | |
| SNCU | | | | 8 | | | |
| Dialysis | | | | 3 | | | |
| ICU/HDU | | | | 5 | | | |
| Staff sick room | | | | 1 | | | |
| Private Cabin | | | | 2 | | | |
| 3 | Investigation chungchang  R = Routine (OPD Hours)  E = Emergency  A = Appointment | **Investigation tihna** | **Service pek dan** | | | | | | |
| **Monday** | **Tuesday** | **Wednesday** | | **Thursday** | **Friday** | **Saturday** |
| Laboratory | R & E | R & E | R & E | | R & E | R & E | R & E |
| Digital X-Ray | R & E | R & E | R & E | | R & E | R & E | R & E |
| Endoscopy | E | E | E | | A | E | E |
| Ultrasound | A & E | R & E | A & E | | R & E | A & E | R & E |
| ECG | R & E | R & E | R & E | | R & E | R & E | R & E |
| 4 | DOCTOR DUTY DAN | **List of Departments** | **Duty ni** | | | | | | |
| **Monday** | **Tuesday** | **Wednesday** | | **Thursday** | **Friday** | **Saturday** |
|  | CYTO = Cytology  FNAC = Fine Needle Aspiration Cytology  Min. = Minor  OT = Operating Theater  Lab. = Laboratory  BB = Blood Bank  PAC = Pre Anesthetic Assessment | Medicine | OPD | OPD | OPD | | OPD | OPD | OPD |
| Surgery | OT | OPD | OPD | | OT | Endo. | OPD |
| Obs. & Gyne. | OPD | OT | Min.OT | | OPD | OT | OPD |
| Ortho | OPD | OPD | OT | | OPD | OPD | OPD |
| Pediatric | OPD | OPD | OPD | | OPD | OPD | OPD |
| EYE / Ophth. | OPD | OPD | OT | | OPD | OT | OPD |
| ENT | OPD | OPD | OT | | OPD | OPD | OPD |
| Dental | OPD | OPD | OPD | | OPD | RCT/OT | OPD |
| Ayush | OPD | OPD | OPD | | OPD | OPD | OPD |
| General | OPD | OPD | OPD | | OPD | OPD | OPD |
| Pathology | CYTO/FNAC | - | CYTO/FNAC | | - | CYTO/FNAC |  |
| Micro | Lab./BB | Lab./BB | Lab./BB | | Lab./BB | Lab./BB | Lab./BB |
| Anesthesia | OT | OT | OT | | OT | OT | PAC |

**COMPLAINTS & GRIEVANCES MECHANISM**

|  |  |  |
| --- | --- | --- |
| **SL NO** | **COMPLAINTS & GRIEVANCES** | **MECHANISM** |
| 1 | **Suggestion box**: Hospital a thawktute services pek chungchang ah lungawilohna kan neih chuan ***Suggestion box*** ziak in thehluh thin tur ani | Suggestion box a complaints awm te hi a khattawk a endik thin ani a, Hospital services in hma alo sawn phah zel nana hman thin ani.  Tin, lehkha ziak dah a remchan loh chuan phone no **9612575852/8412814357** ah phone theih ani |
| 2 | **Patient Satisfaction Suyvey (PSS):** Hospital min rawn dawrtute hnen atang in kan service chungchang ah an ngaihdan (PSS) lak thin ani | Patient Satisfaction Survey (PSS) te hi OPD led IPD atangin thlatin lak thin a ni a, hei hi mipui tana kan rawngbawlna ten hma asawn theih nan a buatsaih ani a, min ngaihpawimawh sak tur in kan in beisei ani |
| 3 | **Employment Satisfaction Survey (ESS):** Hospital a thawktute kan hnathawhna hmun ah kan him in kan lungawi em tih endik thin ani. | Employment Satisfaction Survey (ESS) te hi a khat tawk a lak thin ani a, Hospital a thawktute an lo him leh zual zawk theih nan a buatsaih ani. |
| 4 | **Important phone number** | Hospital Casualty: 8413814357  Hospital Ambulance Service: 8413814357  Champhai Police Station: 8974924728  Champhai Fire Station: 7628029288  Hospital Contact Persons: District Medical Superintendent – 9436145254,  Nursing Superintendent – 9862316988  Outsources Ambulance Service: CEITU – 8257062655 / 7629972253  Sub Headquarter YMA – 9862668410- |

**SERVICES AVAILABLE ON PAYMENT (If any)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **SL NO** | **Test/Process** | **Rate** | **SL NO** | **Test/Process** | **Rate** |
| 1 | OPD Card | 20 | 17 | **Biochemistry** |  |
| 2 | Casualty | 20 |  | KFT | 100 |
| 3 | Physiotherapy | 500/Course |  | Urea | 50 |
| 4 | Dialysis Registration | 1500 |  | Creatinine | 50 |
| 5 | ECG | 150 |  | Serum Electrolytes | 300 |
| 6 | Ultrasound | 300 |  | LFT (SGOT + SGPT) | 100 (50 + 50) |
| 7 | Endoscopy | 600 |  | Alkaline Phosphate | 50 |
| 8 | RUT Dry Test | 150 |  | Total billirubin | 50 |
| 9 | Dental X-ray | 50 |  | Direct billirubin | 50 |
|  |  |  |  | Blood sugar | 50 |
| 10 | **X-ray** |  |  | Total protein | 100 |
|  | Chest | 150 |  | Albumin | 50 |
|  | Hip joint (AP & Lat) | 200 |  | Globulin | 50 |
|  |  |  |  | Uric acid | 50 |
| 11 | **Pathology Test** |  |  | CRP | 300 |
|  | FNAC | 100 |  | Trop I | 500 |
|  | Fluid cytology | 100 |  | HbA1c | 450 |
|  | Peripheral smear | 100 |  |  |  |
|  | Pap smear | 100 | 18 | **Microbiology** |  |
| 12 | Urine RE | 50 |  | Widal | 50 |
| 13 | Pregnancy test | 50 |  | Typhidot | 200 |
| 14 | Blood grouping & typing | 20 |  | ASO | 100 |
|  |  |  |  | RA test | 100 |
| 15 | **Complete Haemogram** |  |  | HBsAg | 100 |
|  | Hb | 50 |  | HCV | 100 |
|  | TLC | 50 |  | Scrub typhus | 300 |
|  | DLC | 50 |  | Stool RE | 50 |
|  | ESR | 50 |  | Stool occult blood | 60 |
|  | Platelets | 50 |  | Lipid profile | 500 |
|  | BTCT | 50 |  | Mantoux | 150 |
|  | CBC | 250 |  | Electrolyte | 250 |
|  |  |  |  | Electrolyte manual | 500 |
| 16 | **Services not available (Tih theih loh)** |  |  | LFT full | 450 |
|  | CT Scan |  |  | H Pylori | 150 |
|  | MRI |  |  | Dengue test | 300 |
|  | Echocardiogram |  |  | Malaria Slide | 50 |
|  | Colonoscopy |  |  | Malaria Rapid Ag | 150 |
| 17 | **DEPARTMENT NOT AVAILABLE** |  |  | Gram Stain | 50 |
|  | Dermatology |  |  | ZN Stain | 50 |
|  | All super speciality |  |  | Bacterial Culture | 500 |
|  |  |  |  | Fungal Culture | 250 |
|  |  |  |  | KOH Wet Mount | 50 |
|  |  |  |  | Indian Ink | 50 |
|  |  |  |  | Culture & Sensitivity | 500 |

****