**CITIZEN’S CHARTER**

**DISTRICT HOSPITAL; CHAMPHAI**

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| **NAME OF HOSPITAL** | DISTRICT HOSPITAL , CHAMPHAI |
| **LOCATION** | (F8J5+CVG) VENGSANG, CHAMPHAI |
| **ESTABLISHED HISTORY** | 1898:- Dispensary tih ani1975: - Civil Hospital tih a upgrade aniNi 1st October 2006: - District Hospital tih aniNi 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**

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| **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 Scheme1. 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 Plan80 LPM PSA Medical Oxygen Plan500 KVA Diesel Set100 KVA Diesel SetIncinerator100 KVA Solar Power Plan | 24 X 7 |

**PATIENT RIGHTS & PATIENT RESPONSIBILITIES**

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

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| **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**

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| **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 NoonOPD Inentir hun - 10:00 AM – 2:00 PMDaily 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 chungchangR = 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. = MinorOT = Operating TheaterLab. = Laboratory BB = Blood BankPAC = 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**

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| **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: 8413814357Hospital Ambulance Service: 8413814357Champhai Police Station: 8974924728Champhai Fire Station: 7628029288Hospital Contact Persons: District Medical Superintendent – 9436145254,  Nursing Superintendent – 9862316988Outsources Ambulance Service: CEITU – 8257062655 / 7629972253 Sub Headquarter YMA – 9862668410-  |

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

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| **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 |

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