

## **CITIZEN CHARTER**

FH Medical College & Hospital through this Charter seeks to provide the following Information to the general public:

1. The Services available in FH Hospital:
  - A. OPD Services are available for the outdoor patients from Monday till Saturday from 09:00 AM till 04:00 PM in the following Departments:
    - o General Medicine
    - o General Surgery
    - o ENT
    - o Ophthalmology
    - o Pediatrics
    - o Obs /Gynae
    - o TB/Chest
    - o Dermatology
    - o Orthopaedics
    - o Dental
    - o Psychiatry
  - A. IPD facilities are available for the patients 24x7.
  - B. Emergency/Casualty services are available for the patients 24x7.
  - C. In campus pharmacies are running to provide medicines on subsidized rates 24x7.
  - D. Fully functional radiology and pathology services are available for patients 24x7.
  - E. Blood Bank is available within the hospital premises 24x7.
  - F. Well-equipped Ambulance services are available for the serious patients 24x7.
  
2. F.H. Medical College & Hospital is committed To Provide Quick and Effective Medical Health Services as per MCI Norms and Standards to the patients.
  
3. F.H. Medical College & Hospital is Committed towards Redressal of Complaints up to the Satisfaction of patients and their care takers through the following measures:
  - A. Complaint boxes have been put at various locations within the hospital premises which are checked by hospital management authorities and the grievances are provided redressal same day.
  - B. For complaints patients or their care takers may also contact the hospital manager directly to get it resolved within no time.
  
4. For regular enhancement of quality of services F.H. Medical & Hospital has adopted the following measures:
  - A. Suggestion boxes are put at various locations within the hospital premises to encourage patients and their care takers to give suggestions in order to enable us for continual enhancement of quality of services.
  - B. Bed to bed feedback is taken from the patients and their care takers on regular basis to provide medical health services in the best possible way.

**Hospital Helpline numbers: 8194047777, 8194057777**

**Feedback /Suggestions/Complaints: 8194047777, 8194057777**