



Al Ameen Charitable Fund Trust, Bangalore

Al Ameen Medical College & Hospital

Athani Road, Vijayapur-586108, Karnataka, India



CITIZEN'S CHARTER



Al Ameen Medical College and Hospital, Vijayapur continues to provide dedicated patient care and steps forward to improve its services on a constant ongoing basis. We strive to provide:

- ❖ 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;



Al Ameen Movement

The Al Ameen Movement started in the year 1966 with the objective of working for the upliftment of minorities particularly muslims in the areas of Education, Health, Economy and sports.

Healthcare for the people:

The Al Ameen movement from its very inception focused on providing healthcare for the poor and the needy in the Al Ameen Hospital in Bangalore, Vijayapur, Gulbarga etc. provide professional service with the most advanced medical facilities. These hospitals are non profitable, service oriented institutions.

Al Ameen Charitable Fund Trust (ACFT)

In the year 1979, the movement got a further boost when eleven prominent citizens came together and formed the Al Ameen Charitable Fund Trust. The mission was not only to help organization to establish educational institutions essentially for the benefit of the minorities but also for others.

Al Ameen Medical College and Hospital

Al Ameen Medical College and Hospital, started in 1984 the first medical college in India managed by Muslims, brings together a dedicated team of Doctors of various specialities & superspecialities and other healthcare professionals to provide the highest standards of medical treatment. Our extensive infrastructure comprises of 15 modern operation theatres, 760 teaching beds and 50 comprehensively equipped intensive care beds including special beds.



Objective:

To provide good medical education to all the undergraduates and postgraduates in the various specialities and we are intended to start superspecialities in various departments. The college council takes note of the Academics, time table and Assessment exams, Postgraduate training and also discusses about the short comings in the department as per the amendments of MCI and RGUHS and Functioning of hospital as well.

It passes on the recommendations to the Governing council pertaining to the requirement of equipment, Changes in the functioning of the hospital and Implementation of newer aspects with reference to services, Laboratory investigations, Newer technologies to be incorporated. 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.

Citizen's Charter



This Charter is made to provide a framework, 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

Our Mission:

- ❖ To foster a spirit of sharing and caring amongst the students who enter the portals of the institutions.
- ❖ To promote a spirit of service to humanity by curing diseases and educating on preventive measures.
- ❖ To develop a team of competent and ethical medical professionals, who strive to improve their knowledge and innovate their services.
- ❖ To create an ambience for total personal development of every student.

Location:

Al Ameen Medical College and Hospital is located on Athani Road, Vijayapur-586108 Karnataka, India

Contact Details:

Al Ameen Medical College and Hospital
Athani Road, Vijayapur-586108 Karnataka, India
Phone Office : 08352 – 270045, 270067
Hospital : 08352 – 270113
Fax : 08352 – 270251
Mobile : +919379035288
E-mail : amchbijapur@gmail.com / alameenbijapur@yahoo.com
Visit us at : <http://alameenmedical.org>



Emergency Helpline number:

Casualty : +919379035288
Blood Bank : 08352-270250/224



General Information:

The institution has:

- ❖ Doctors : 319
- ❖ Nurses : 300
- ❖ Beds : 760 teaching beds, 50 critical care beds and special beds



Staff Uniform:

- ❖ Doctors wear white aprons and nurses are in uniform.
- ❖ All staff wears a badge or an identification card of AMC & H

Enquiries:

- ❖ Directional signboards are fixed in each floor.
- ❖ Enquiries counter exist at the reception (ambulatory entrance and main entrance)
- ❖ Telephone number of enquiry – 08352-270113
- ❖ Public Relation officer helps the patient at the OPD entrance.

Casualty and Emergency Services:

- ❖ The casualty functions round the clock all days.
- ❖ Casualty direct no: **+91 9379035288**
- ❖ Casualty Medical officer and resident Doctors are available 24 hrs all days.
- ❖ Duty Doctors are available on call round the clock in all specialties.
- ❖ There are 25 beds in the emergency room and 40 critical care beds.
- ❖ Emergency Cases are attended promptly.
- ❖ All the items required are made available during mass casualties.
- ❖ In serious cases, priority is given to treatment/ management than paper work like registration and medico-legal cases. The decision rests with the treating doctor.
- ❖ Emergency operation theatre is maintained on a regular basis to ensure that it is usable all times.

Ambulance Services:

- ❖ The hospital has a fleet of 1 fully equipped cardiac ambulance and 1 equipped regular ambulance.
- ❖ 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 homes to AMC or AMC to drop points.
- ❖ Ambulance service enquiry no: **+91 9379035288**
- ❖ This facility is available 24 hours a day, on all days.





Outpatient Departments:

- ❖ Timings: 9 am to 1 pm and 3 pm to 5 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.
- ❖ Payments for all specialties can be made at the OP Billing Counter.

Departments Available:

- ❖ Medicine
- ❖ Pulmonary Medicine
- ❖ General Surgery
- ❖ Gynecology & Obstetrics
- ❖ Orthopaedics
- ❖ Anesthesiology
- ❖ Paediatrics
- ❖ Ophthalmology
- ❖ ENT
- ❖ Dermatology
- ❖ Radiology
- ❖ Neonatology
- ❖ Psychiatry
- ❖ Urology
- ❖ Paediatric Surgery
- ❖ TB & Chest
- ❖ Physiotherapy
- ❖ Artificial limb centre



Separate OBG and Pediatric blocks



Laboratory Services:

- ❖ Biochemistry
- ❖ Blood Bank
- ❖ Hematology
- ❖ Histopathology
- ❖ Cytology
- ❖ Metabolic Research
- ❖ Microbiology
- ❖ Serology
- ❖ Central clinical laboratory



Routine Investigations: Available on all days (24X7)

Collection of Specimens:

- ❖ All Days 09.00 A.M. to 05:00 P.M.
- ❖ Reliability and promptness of laboratory results is ensured as tests are done by automatic 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

Blood Bank and Component Therapy Unit:

- ❖ 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 as per the norms specified by competent authority.
- ❖ Component separation facility is available.





Equipment and Facilities:

This hospital has the following services available:

- ❖ EEG
- ❖ ECG
- ❖ Critical Care Unit
- ❖ Physiotherapy and Occupational Therapy Unit
- ❖ Dialysis Unit
- ❖ 16 Slice CT
- ❖ MRI – 1.5 Tesla, 16 frame
- ❖ X-RAY- 6 static & 6 mobile
- ❖ Neonatal Intensive Care Unit
- ❖ Digital subtraction angiography (DSA)
- ❖ Mammography
- ❖ Apheresis – Single donor platelets, Random donor platelets
- ❖ Audiometry and Speech Therapy



- ❖ Round the clock biomedical engineering department works
- ❖ Any major/essential equipment is out of order, information regarding the same is conveyed to all departments through inter office notification
- ❖ Indications of alternate arrangements are given wherever possible.
- ❖ The likely date of recommissioning of the equipment will also be displayed.

During Your Stay:

- ❖ We hope this information helps you to prepare for your stay as an inpatient in the institute
- ❖ A skilled team of personnel some of the working behind the scenes will hopefully make your stay comfortable and pleasant

Category of Accommodation:

- ❖ General Ward. AMC & H general ward features separate male ward, female ward, Paediatric Ward and Psychiatry Ward.
- ❖ Special rooms: A/C Single Room: This is an individual air-Conditioned room with attached washroom. The Room provides, telephone and an attendant couch. Non A/C Single Room and Non- A/c double rooms: This is an individual room with attached washroom, Television, telephone and an attendant couch.



Schemes:

- ❖ Rastriya Swasthya Bheema Yojane (RSBY)
- ❖ Thayi Bhagya Yojane (TBY)
- ❖ Yeshashvini Schemes:
 - a) Urban
 - b) Rural
- ❖ Vajpayee Arogya Scheme
- ❖ Police Department Scheme (ABY)
- ❖ Central Prison Department (ABY)
- ❖ Fire Extinguish Department (ABY)
- ❖ KSRTC



Money & Valuables:

- ❖ It is not advisable to bring large sums of money or valuables into the hospital. The hospital does not accept responsibility for loss or damage to your possession.

Medicines & Consumables:

- ❖ Medicines and surgical consumables required for the treatment can be procured from the in-house pharmacy which works 24 hours × 365 days
- ❖ A general pharmacy is located in outpatient department which functions 24×7.

Housekeeping & Linen:

- ❖ Hospital provides linen to wear for all admitted patients. In case of any difficulty you may contact the sister in charge of the floor.

Food Services:

Diet : The hospital dietary department provides all meals for the patient free of cost. Our kitchen is well equipped to serve good balanced vegetarian meals

Cafeteria : The cafeteria is open to visitors daily for 24 hours

Canteen : AMCH provides Canteen- Tiffin/Tea/Coffee/Juices and Lunch & Dinner.



Bystander Pass:

Attendant: Bystander pass facility is available. Patients require rest and 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. Our infrastructure can support only one attendant per patient, but this may vary according to the category of the patient.

Female by standers is a must for female patients.

By stander pass is issued from IP admission counter at the time of patient admission.

Visiting hours:

Visiting hours for the hospital are: 07 to 8 am and 5 pm to 7 pm

Please ensure that visitors adhere to the visiting hours only and that they are restricted to the absolute minimum.

Other Services & Facilities:

- ❖ Wheel Chairs and stretchers are available on request at any point from Patient Movement Service Department.
- ❖ Lifts are available for access to higher floors in each tower
- ❖ There is a stand-by generator to cater to emergency services in case of breakdown of electricity.
- ❖ Adequate drinking water and toilet facilities are available.
- ❖ TV and telephone facilities are available for in-patients and also in all out patients waiting area

Bank & ATM

The Syndicate Bank has a full-fledged branch in the hospital premises for the convenience of the patients, staff and for the community as a whole. ATM Counter of Syndicate bank is existing by the side of the Bank.





General Information:

Medico legal cases: On admission of a medico legal case, the hospital has to mandatorily honor the rules of the Indian Govt. and informs 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 Vijayapur Municipal Corporation. The family has to collect the final Death Certificate from the Vijayapur Municipal Corporation

Embalming Services: Those bystanders who want to get embalming done, the facility is provided at AMC. Except for MLC cases. This facility is also available for international patients. Embalming Certificate will be provided by the concerned Authorities.

Mortuary Services: Mortuary provides Refrigerated storage of deceased patients.

Birth certificate: Parents of the newborn will be issued birth registration form from the hospital. Further birth certificate has to be procured from the Municipal Corporation

Patient Services Department: Concession will be given to the poor patients.

Employee Health Checkup:

An employee health checkup is carried out with all staff dealing with direct patient care.

Undergraduate Course: MBBS

Post Graduate Courses:

- ❖ Anatomy
- ❖ Physiology
- ❖ Pathology
- ❖ Forensic Medicine
- ❖ Ophthalmology
- ❖ ENT
- ❖ OBG
- ❖ General Surgery
- ❖ General Medicine
- ❖ Pediatrics
- ❖ Orthopedics
- ❖ Anesthesiology
- ❖ Radiology



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.
- ❖ The complaints can be informed on at- 08352-270252
- ❖ Every grievance will be duly acknowledged.

General Instructions:

Smoking: AMC is a “No smoking zone”. Patients and their attendants are strictly prohibited from smoking in the hospital premises.

Silence: Silence is essential in a hospital. Even minor noises can disturb people who are not feeling well. Visitors are requested to speak softly and avoid unnecessary noise. Attendants are advised to keep down the volume on their television sets. Patient's relatives are advised not to crowd the area outside the patient rooms. Hospital staff is under instruction to take necessary steps to prevent noise and crowding.

Parking: Please ensure that vehicles are not parked in” No parking area” and they do not hinder emergency cases from immediate and quick access to the emergency department.

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.

