

School of Medical Sciences and Research & Sharda Hospital

Citizen's charter

AIM OF CHARTER

The Charter seeks to inform the service seekers about the facilities available at School of Medical Sciences & Research and Sharda Hospital, its commitment towards the citizens with regards to the services provided, choices of consultations, its policy of transparency and accessibility, Grievance redressal of the patients and attendants, Courtesy and value for money in terms of treatment and the services offered. This also includes expectations of the Organization from the Citizens in helping it to fulfill its commitment to them.

SPIRIT BEHIND THE CITIZEN'S CHARTER ----

A service seeker is the most important visitor on our premises. He is not dependent on us; we are dependent on him. He is not an interruption on our work; he is the purpose of it. He is not an outsider on our business; he is part of it. We are not doing him a favour by serving him; he is doing a favour by giving us an opportunity to do so.

Mahatma Gandhi

OUR VISION

To be a leading healthcare provider of global standards that takes care for lives through technological excellence and humane touch.

- To provide comprehensive, high quality tertiary care services at minimal cost with a compassionate approach to patient while attempting to alleviate his/her illness.
- To bring at our doorstep the knowledge, skills and wisdom of erudite professionals serving at regional, national and international levels
- Integrated work culture and Intellectual freedom amongst the faculty and students
- Training medical students of today to become holistic doctors of tomorrow.
- To promote optimal use of relevant technology.
- To foster global competencies and inculcate value among learners.
- To bring about a paradigm shift in community regarding social stigma attached to many diseases which is often baseless and foster knowledge that most of these diseases are preventable, affordable and curable.
- To reach out to the underprivileged section of the society via health awareness, education & service.

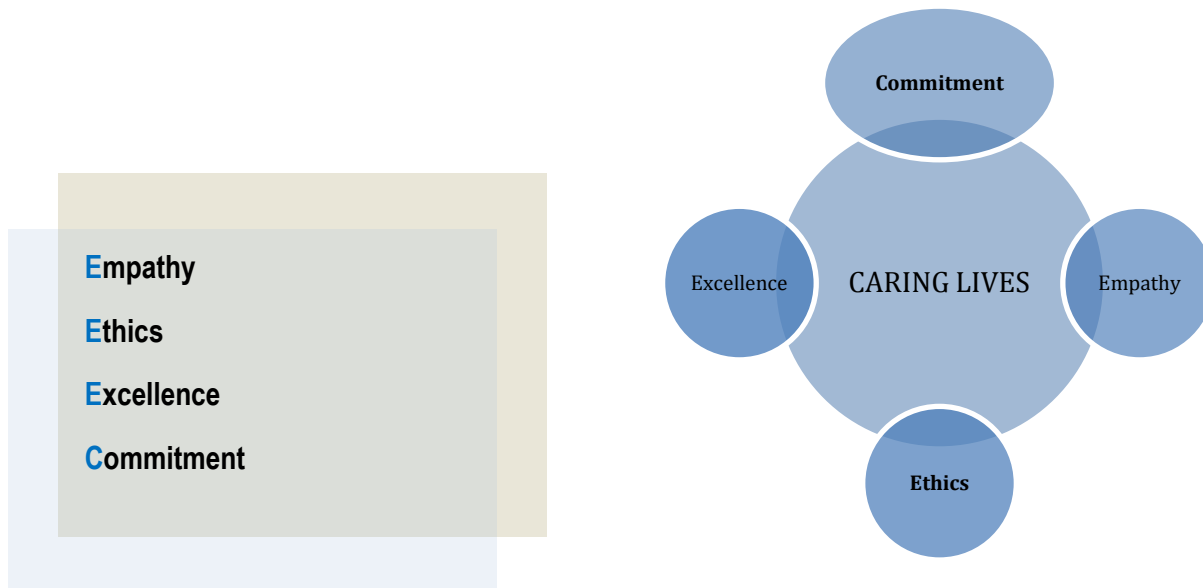
Mission

To strive for continual improvement in patient care, provide services at affordable cost to the society and promote excellence in medical education & research .

Quality Policy

To practice ethical and patient centered care and ensuring a continuous learning environment by adopting best global practices in medical care while retaining our core values.

Core Values



BACKGROUND AND LOCATION

Sharda group of institutions is one of the oldest pioneer groups in self financed educational sectors of Uttar Pradesh.

The sprawling Greater Noida campus of 63 acres, consisting of Sharda University, its constituent schools and Sharda hospital is located about 2 km from Pari chowk, in Knowledge park 3, Greater Noida.

The entire campus is Wi-Fi enabled and easily accessible by road.

Sharda Hospital

Sharda University Campus, Greater Noida

Plot No. 32-34, Knowledge Park III, Greater Noida, UP. 201306

Phone: +91-120-2323600/700

Fax: +91-120-4060200

SCHOOL OF MEDICAL SCIENCES AND RESEARCH

The School has been granted recognition for admission of 100 medical students as per admission criteria laid down by MCI. The medical school is a 6 floor fully wi-fi enabled, well ventilated building with 4 lecture halls and a state of art auditorium with 350 seating capacity. All lecture halls are fully air conditioned and fitted with modern audio visual aids. Each department has spacious faculty rooms, Demonstration rooms, Seminar rooms and Laboratories equipped with required instruments in adequate numbers. The school has a well equipped Central Research Lab. with latest instruments like High speed Centrifuges, Cobas C 111 Autoanalyzer, Microtome, Differential counters, PT machine and Coagulometers, Electrolyte analyzers, ELISA readers, Autoclaves etc. In addition, each department has a departmental research lab where the faculty and students can undertake their research activities. The school has a state of art library situated on 2400 sq. m area, occupying 3 hemifloors, with Internet facility, a Computer section, sprawling Reading area, widespread Reference section, Journal section and extensive Issue section.

OUTPATIENT DEPARTMENT (OPD) SERVICES

Location: Ground and first floor, Sharda hospital building

OPD's run on all week days except Sundays and National holidays.

	Registration time	Consultation Time
General OPD	8.30 a.m. to 4.00 p.m.	9.00 a.m. to 4.00 p.m
Specialty Clinics	8.30 a.m. to 4.00 p.m	9 a.m. to 4.00 p.m

- OPD registration card can be obtained by paying Rs. 10.00 at the OPD Registration counter located at the entrance of Sharda Hospital for consultation in general as well as super specialty OPDs.
- Referred cases from tertiary and other hospitals are also required to be registered for consultation in the OPDs.
- The OPD registration card is valid for 07days and a new registration card may be obtained if consultation/treatment goes beyond 07days
- The patient has the right to consult any doctor/consultant. Prior appointment with any consultant, on their OPD days may be made through hospital toll free helpline number.
- Patients are seen on first come first serve basis. However, out of turn consultation may be provided in case of emergency or to senior citizens.

DEPARTMENTS

Sharda Hospital is a Multi Specialty Hospital that offers specialized medical care to the patients at affordable costs. Armed with all modern facilities and sophisticated equipment, its highly qualified and experienced medical professionals offer comprehensive consultation and expert care to the patients round-the-clock. Facilities available in different specialties are:

Cardiology

- Fully functional non-invasive cardiac lab where exercise/pharmacological stress test is conducted.
- State-of-art color Doppler echocardiography & stress echo conducted on digitized machine.
- Holter monitoring and 24 hours ambulatory BP monitoring.

Nephrology

- Work-up for kidney disease,
- State-of-the- art dialysis centre
- Round-the- clock emergency haemodialysis in the ICU
- Separate haemodialysis machine for hepatitis B patients

Gastroenterology

- Diagnostic & therapeutic endoscopies

TB and Chest

- Interventional Pulmonology (Bronchoscopy)
- Routine procedures like pleural aspirations and biopsy, inter-costal intubation, CT-guided lung biopsies, BiPap ventilation
- Sleep clinic

Orthopaedics

- Knee and hip replacement
- Uni-compartmental knee replacement
- Surface replacement of hip
- Arthroscopic management of Knee, Shoulder & Ankles.
- Complex fracture Clinic
- Spinal surgery
- Osteoporosis clinic
- Management of Sports injuries.

Obstetrics & Gynaecology

- Antenatal screening.
- Antenatal classes for pre-delivery care conducted by a team consisting of a gynaecologist, physiotherapist and dietician.
- Post delivery care clinic with contraceptive advice.
- Specialized treatment of infertility.

Medicine

- Diabetic clinic.
- Asthma clinic
- Hypertensive clinic.

ENT

- State- of- the- art ENT station, with facilities of conducting various tests.
- 3rd generation diagnostic audiometry set-up for evaluating deafness.
- Minimal invasive surgery for sinus & ear problems with all modern equipment.

Ophthalmology

- Complete eye care facility, including routine eye checkup, Glaucoma, Cataract, Squint & Retina units.
- All eye surgeries & microsurgeries, which includes Phako emulsification (stitch less) surgery.

Paediatrics

- The Complete Child Care (CCC) approach caring for every aspect of a child's health.
- The medical health concept - homely care to your child, from newborn to adolescent (18 years).

Radiology

- MRI
- Multi slice dual CT scanner.
- Mammography.
- X-ray with image intensifier.
- Mobile X-ray units for the OTs and ICUs.
- Ultrasound with facilities for Doppler, small parts & Intracavitary Imaging, also for Guided Biopsy.

Laboratory Medicine

Complete range of laboratory investigations available round the clock with auto analysis facilities.

Oncology

- Preventive oncology & screening procedures for detection of early cancers
- A complete diagnostic evaluation to know the exact extent of the disease

- Practice of 'Evidence based cancer management'.
- Management of chemotherapy induced toxicities with a fully equipped intensive care unit & critical care experts.
- Palliative care for advanced cancers by trained professionals.
- Physiotherapy for patients disabled by extensive cancer treatment to improve their well-being.

Plastic Surgery

- Peripheral nerve surgeries
- Transplantation of skin, muscle, tendon, cartilage, bone- all in one step and separately also
- Aesthetic / cosmetic surgery where deformities are greatly restored
- Treatment of all types of burn related injuries

Urology

- Top-grade investigative & treatment facilities like urodynamic machine, urology and laproscopic urology etc.
- State-of-the-art operation theatre equipped for urological procedures.

Dermatology

- Focus areas of treatment include: Acne management, Psoriasis treatment, Vitiligo management, Hair & Nail clinic, Cosmetology & Dermatosurgery clinic for Sexually transmitted diseases
- Allergy testing, etc.

Dentistry

- Panel of super specialists available around the clock; orthodontist, oral & maxillofacial surgeon, etc.
- Equipped with state-of-art imported physiological dental chair with accessories and high quality dental materials.
- Special school dental health checkups
- Community camps to promote good dental hygiene.

Physiotherapy

- Fitness and health promotion clinics.
- Special sessions for the care of senior citizens.
- Physiotherapy for burns and plastic surgery cases.
- Ortho and trauma rehabilitation.
- Special women clinics for pre and post natal care advice/ post gynaecological problems.

INPATIENT SETUP

Sharda Hospital understands the different needs of individuals, especially when it comes to a patient's health concern. We provide not only extensive care for patients on an outpatient basis but we also have inpatient facilities, providing a controlled environment with round the clock nursing support at affordable prices.

Our 700 bed inpatient facility is well equipped and staffed, providing our patients with adequate personal care and quality services. The facility also offers all the amenities conducive to the comforts of home for the patient and their families.

Staff Nurses and supporting staff are on shift duty round the clock in all the wards. After the duty hours, the duty doctors are available on call.

INPATIENT FACILITIES

Large, comfortable, and well -furnished patient care rooms.

Large, clean, well equipped private and semi-private rooms

Cable TV and Telephone services

Specialized hospital beds with state-of-the art outfits.

Central gas system (piped oxygen in all units).

24-hour Nurse call and monitoring system.

Dietician approved meals.

Phlebotomy services

Large waiting and Conference rooms

Additional Benefits for the Underprivileged section of people

Sharda Hospital cares for the economically weaker sections of the society and distributes certain medicines free of cost. A numbers of laboratory tests such as Sugar test and Haemogram are done at subsidized rates.

We also provide free food to BPL patients in IPD

EMERGENCY AND TRAUMA CARE

Sharda Hospital, an integral part of SMS &R provides tertiary care across a wide range of medical and surgical specialties. It runs a 24 X 7 Emergency and Trauma Care Center with 50 Bed ICU, Critical Care Department, NICU,PICU nursing and eight state-of-the-art operation theatres Keeping in view the 'Golden hour' concept in the management of critically injured patients, it has 24X7 hours ambulance service with basic and advanced life support facilities. The critical Care Department is equipped with ventilators for all types of major emergencies such as Road Accidents, Brain & Spinal Emergency, Abdominal Injuries, Stroke or Paralysis, Epilepsy, Brain Hemorrhage, Poisoning, Drowning/Strangulation, and Heart Attack.

The department aims to provide apex trauma care of international standards to the patients. Our Trauma Center has a full range of specialists (surgical and non-surgical) and equipments available 24 hours a day.

Emergency Department- Facts

No appointments are required.

Ambulances equipped with the essential equipment like oxygen, ventilator, monitors, syringe pumps, and emergency drugs are available round the clock.

Pediatric Emergency Medicine Expertise – Pediatric evaluation available 24 hours a day.

Specialty Physicians in departments such as Cardiology, Surgery, Medicine, Orthopedics, Gynecology, Psychiatry, and Plastics are available on call.

X-ray, Lab, CT Scan and Ultrasound testing available 24 hours a day

Staff profile reflects a wide range of nursing skills and practices. Emergency nursing team provides excellent patient care delivery via a primary nursing care model.

OPERATION THEATRE

Sharda Hospital has a sophisticated Operation Theatre Complex where

teams of highly trained and experienced surgeons undertake complex Surgeries.

Equipped with advanced systems, the OT complex with 8+3 operation theaters undertakes surgeries spanning a wide range of specialties.

BLOOD BANK

Sharda Hospital maintains a 24x7 **Licensed Blood Bank (License # U.P./B & B.P/2006/06)** for the rapid response to urgent requests for blood components and for checking pre-transfusion samples and requests. We believe in safe delivery and handling of blood components by ensuring quality in the transfusion practice in the hospital blood bank. The Hospital Blood Bank is also responsible for Inventory and Stock management and frequently organizes Blood Donation camps for serving the society.

Key Services available at the Blood Bank:

Platelet pheresis (SDP)

Packed red blood cells (PRBC)

Fresh frozen plasma (FFP)

Platelet concentrate (PLC)

Whole Blood

All the blood & components are screened for transmissible diseases – HIV I & II, HCV, HBsAg, Syphilis, and Malarial parasite

Voluntary blood donation at the blood bank - 24 X 7

Voluntary blood donors are screened for all the transmissible diseases mentioned & issued a donor card against which they can take blood. Validity of donor card is 1 year

CORPORATE HEALTH CARE

OPD Services: We offer special packages to corporate employees and their dependants on the facilities listed below:

Specialist Consultations

Pathological investigations

Radiological diagnostics like X-Rays, CT Scan, MRI, Ultrasound, and Mammography

Non-invasive cardiology such as ECG, Echo, TMT, and Holter

Neurology investigations such as EEG and EMG

Physiotherapy

In-patient Facility (IPD): Employees of empanelled organizations are given special offers on all multi- specialty procedures/surgeries and on room rent.

HEALTH AWARENESS CAMPAIGNS:

Awareness workshops and sessions are organized by our faculty;

Guest lecturers on diverse topics are conducted at the Sharda Hospital, School of medical sciences and Research, or at the corporate premises to promote a sense of well-being and fitness.

Ambulance Facility

Executive Health Check-ups

Blood Donation Camps

PHARMACY

The Hospital also has a 24 hour Pharmacy and provides selected medicines on complimentary basis to Below Poverty Line (BPL) patients.

CANTEEN

Sharda Hospital takes full care of nutrition of patients and their visitors by maintaining canteens, vending machines, and juice shops in the premises.

A full fledged canteen is available to provide hygienically prepared food to patients, their attendants and the hospital staff.

There is a standby automatic generator to cater emergency services in case of failure in electricity supply to the hospital.

- Adequate drinking water (using RO Technique) and toilet facilities are available in all the wards and Out Patient Department of Sharda Hospital.
- Pharmacy is located in the hospital premises, which is open for 24 hrs on all days of the week.
- The hospital has an in-house laundry for scientific cleaning of bed linen and patient gowns.

The hospital security and housekeeping service are out sourced.

SOCIAL INITIATIVES

To serve the society at large, we organize periodic Health Camps to provide free medical check-ups and consultation services.

Besides the procedures available at the Sharda Hospital, the medical personnel extend free medical services to remote areas of the Gautam Buddha Nagar, Ghaziabad, Bulandshahar districts using ambulances and mobile vans.

The hospital has made a significant contribution to the community and has emerged as a premier reference center for the patients of the nearby towns, who are benefiting from our health programs and who currently do not have access to adequate health facilities due to their financial constraints.

The hospital is serving the BPL patients via *Rashtriya Swasthya Beema Yojna* wherein a BPL family of 5 members can get a card made for Rs. 30/ only and can avail service benefits for Rs. 30,000/.

We also provide service and care to pregnant women under *Janani Suraksha Yojna*.

Suggestions, Complaints & Grievances

1. For students of School of Medical Sciences

Students can register their complaint to the Head of the department or the Staff advisor nominated by vice chancellor to look after the problems of the students. The staff advisor and /or the Head of the department shall look into the complaint and give solution or feedback within a maximum of two weeks.

If the student is dis-satisfied with the redressal of his complaint, he/she may appeal to the School level Standing Committee consisting of Dean of the School and two other members nominated by the VC. The committee shall give its decision within a maximum period of 4 weeks.

2. Gender sensitization committee against sexual harassment

Gender sensitization committee has been constituted that makes suitable recommendations on the safety and security of girl students and women employees. The rules and procedures on complaint filing and screening, procedure of enquiry and effective implementation of decisions have been placed on University website.

3. For patients of Sharda Hospital

Our aim is to help you: Your opinions are most valued.

In case you find that the services offered are not upto your expectation, please do not hesitate to register your complaints. It will only help us to serve you better.

- Suggestions / complaint boxes are also provided at various locations in the hospital.
- Every grievance will be duly acknowledged.
- We aim to settle your genuine complaints within 7 days of its receipt.
- If we cannot, we will explain the reasons and the time we will take to resolve.
- The hospital grievance committee meets on the first Wednesday each month.

- Name, designation and telephone number of manager on duty is duly displayed at the reception & every nursing counter.

Expectation from the Patients and the attendants:

In order to achieve success in our endeavours, we expect some support from its users of facilities:

- The hospital is a NO SMOKING ZONE. Please do not smoke in the hospital.
- A large number of patients attend the OPD's daily. Patients are expected to maintain a modicum of discipline and patience while waiting for consultation. Please do not cause inconvenience to other patients by crowding or making unnecessary noise.
- Please follow the rules and regulations of the hospital while inside the hospital premises.
- Please do not spit on walls or floor. Spit containers are kept at various locations, use them.
- 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.
- Do not indulge in any money transactions with any agents or unauthorized persons.
- Please desist from demanding undue favours from hospital staff and officials.
- Please use the facilities of this hospital with care and refrain from damaging it.
- Please don't argue with security guards, show your passes when asked for and help maintain the order and peace inside the hospital premises.
- Please provide useful feedback and constructive suggestions. These may be addressed to the Medical Superintendent of the Hospital.