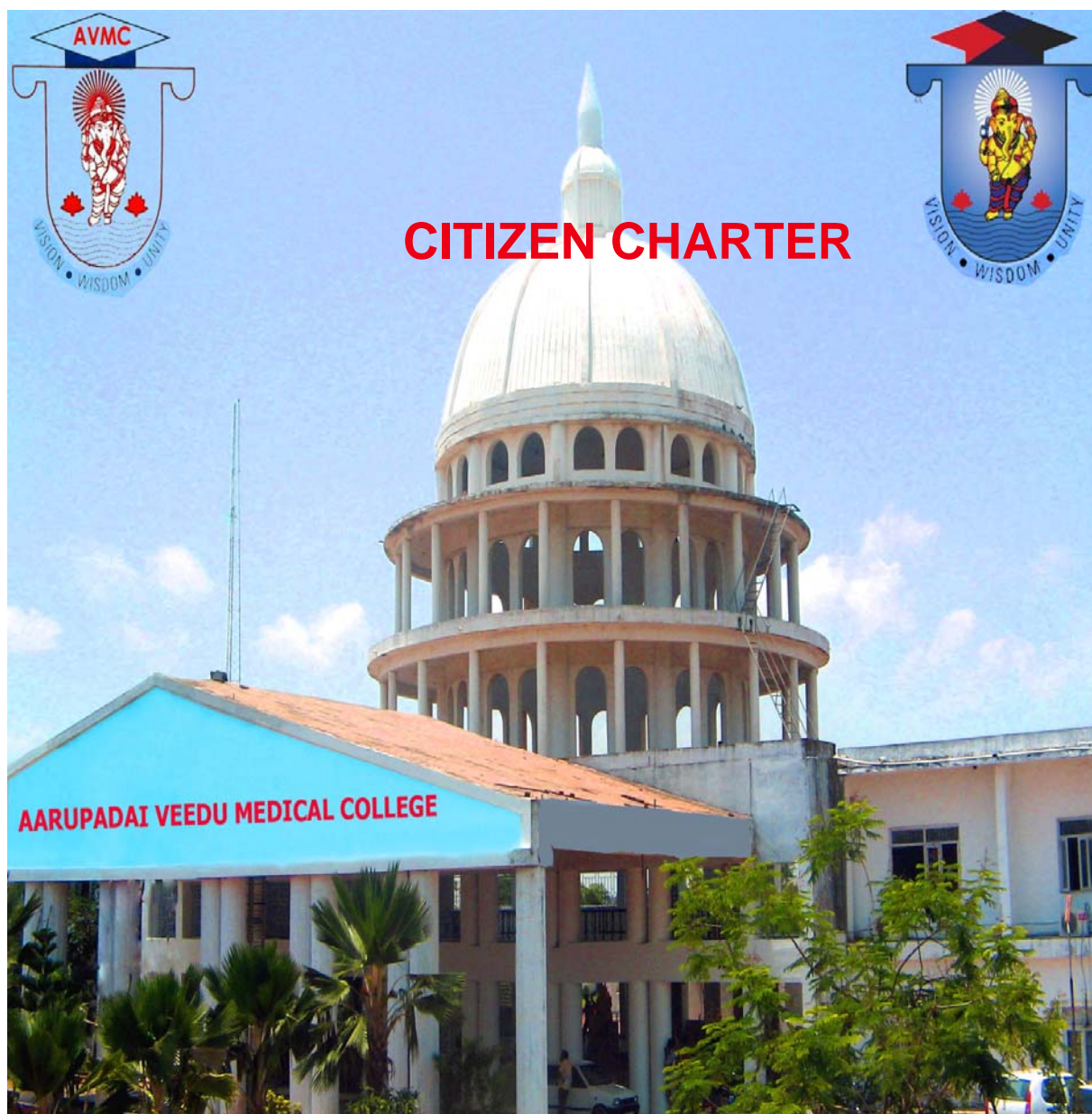


AARUPADAI VEEDU MEDICAL COLLEGE & HOSPITAL

(A constituent college of Vinayaka Missions University - Salem, Tamilnadu)

Cuddalore Road, Kirumampakkam, Puducherry – 607 403



CITIZEN CHARTER

INTRODUCTION

Aarupadai Veedu Medical College & Hospital, Kirumampakkam, Puducherry Thirumuruga Kirupananda Variyar Thavathiru Sundara Swamigal Medical Education and Charitable Trust was founded in 1982 by Dr. A. Shanmugasundaram. This panoramic institutional setup has three parts entirely designed for service to mankind by way of Medical Education through three of its large Medical Colleges namely

1. Vinayaka Missions Kirupanandha Variyar Medical College & Hospital, Salem
2. Vinayaka Missions Medical College Medical College & Hospital, Karaikal
3. Aarupadai Veedu Medical College & Hospital, Puducherry.

Besides the three fully established Medical Colleges, this Educational Trust has many other Institutions functioning under this Trust.

One of the Institutions of this gigantic educational group is Aarupadai Veedu Medical College & Hospital which is situated on the Pondicherry - Cuddalore Highway. This College was established in the year 2000 - 01 as one of the affiliated Medical Colleges of Pondicherry. Later in the year 2004 - 2005, this Medical College was brought under the ambit of Vinayaka Missions Research Foundation – Deemed University.

Aarupadai Veedu Medical College & Hospital is recognized by the Medical Council of India for Under Graduate Medical course like **MBBS**, and Post graduate (10) Medical courses like **MD** and **MS** in various broader speciality subjects. Besides, this Medical College has 3 Diplomas (**DCH, D Ortho, DGO**).

- 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

OBJECTIVE

OBJECTIVE of 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.

This Charter is made for provide a framework, which enables our users know about our :

- Total devotion for providing efficient and reliable patient care services;
- Efficient, prompt and courteous service with dedication to integrity
- Motivating the patient for helping themselves as well as the Institute to
- Serve them better;

This Charter is made to provide a framework, which enables our users to know:

The following services that are available in this Institute.

- The quality of services.
- Redressal of complaints regarding denial or poor quality of services.

VISION

Imparting quality Medical Education for the Betterment of the Society

MISSION

A centre of excellence offering medical education for the students & contributing to the society, nation & the world, to reach the unreached - to provide outstanding and affordable medial care in a patient friendly environment and in a spirit of compassion to all, regardless of race, caste and religion. AVMC is an organization dedicated to establishing a center of excellence in health care and improving the well-being of the community through quality programmes of preventive medicine, medical education and research

LOCATION

Aarupadai Veedu Medical College is located at, Pondicherry - Cuddalore Main road, Kirumampakkam, Bahour Commune Puducherry ,Pincode 607 403. India.

CONTACT US

Designation	Name	Telephone with STD code	Mobile	Fax	Email
Dean	Dr. R. Maharaja	0413-2615625	9578941414	0413-2611658	dean@avmc.edu.in
Medical Superintendent	Dr. P. Chellapillai	0413-2615245	9578341414	0413-2611658	ms@avmc.edu.in
Vice Principal	Dr. H. Palaniswamy	0413-2615245	9443434131	0413-2611658	palani.monu@gmail.com

IMPORTANT TELEPHONE NUMBER

Casualty : 0413 - 2611126

Blood Bank : 0413 – 2611072

GENERAL INFORMATION:

The institution has:

Doctors : 335

Nurses : 296

Teaching Beds : 540

STAFF UNIFORM

Doctors wear white aprons and nurses are in uniform. All staff wears an identification card of AVMC Hospital Puducherry

ENQUIRIES

- Directional signboards are fixed in each floor
- Enquiries counter exist at the Reception
- Telephone number of enquiry – 0413 2611245, 0413 2615246 and 0413 2615625
- Public Relation Officer helps the patient at the OPD entrance

CASUALTY AND EMERGENCY SERVICES:

The casualty functions round the clock.

- Casualty direct No: 0413 2611126
- Casualty Medical Officer and Resident Doctors are available 24 hrs.
- Duty Doctors are available on call round the clock in all specialties
- There are 20 beds in the emergency room.
- Emergency operation theatre is maintained.
- AMBULANCE SERVICES The hospital has a fleet of fully equipped ambulances.
- A team of trained and dedicated medical professionals, Emergency Technicians, Nursing personnel and trained drivers are always ready to handle all emergencies round the clock.

OUTPATIENT DEPARTMENTS

- Timings: 8.00 AM to 1.00 PM & 2.00 PM to 4.00 PM (Lunch break 1.00 to 2.00 PM)
Sundays & Holidays: 8.00 AM to 1.00 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

Services Available :

General Medicine

General Surgery

O & G

Paediatrics

Orthopaedics

Physiotherapy

Ophthalmology

ENT

Dermatology

Chest & TB

Anaesthesiology

Radiology

Dental

SuperSpeciality

Emergency Medicine

Medical Gastroenterology

Rheumatology

Nephrology

Plastic Surgery

Neonatology

Neuro- Surgery

Urology

Pediatric Surgery

Pulmonary Medicine

Palliative Care

Speech Therapy

Optometry

Aarupadai Veedu Medical College & Hospital

LABORATORY SERVICES

Biochemistry

Blood Bank

Hematology

Histopathology

Cytology

Microbiology

Serology

Central Clinical Laboratory with Fully Automated Analyzers

Metabolic Research

ROUTINE INVESTIGATIONS: Available on all days

COLLECTION OF SPECIMENS

All Days 08.00 A.M to 05:00 P.M.

Reliability and promptness of laboratory results is ensured as tests are done

Automated 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

EQUIPMENT AND FACILITIES:

This hospital has the following services:

- EEG
- ECG
- EMG
- TMT
- ECHO
- AUDIOGRAM
- CRITICAL CARE UNIT
- PHYSIOTHERAPY AND OCCUPATIONAL THERAPY UNIT
- DIALYSIS UNIT
- CT SCAN
- MRI SCAN
- DIGITAL X-RAY
- BMD
- NEONATAL INTENSIVE CARE UNIT
- Cath Lab
- Mammography
- Random donor platelets

DURING YOUR STAY

- We hope this information helps you to prepare for your stay as an inpatient in the Hospital
- A skilled team of personnel, will make your stay comfortable and pleasant

SCHEMES

- Tamilnadu Chief Minister Schemes
- Star Health Insurance Scheme
- MD India Scheme

MEDICINES & CONSUMABLES:

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

FOOD SERVICES

Diet

The hospital dietary department provides food at free of cost for the patient.

Our kitchen is well equipped to serve good balanced food

CAFETERIA

The CAFETERIA is open for 24 hours

Attendant:

Attenders pass facility is available. 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.

Female attender is a must for female patients.

Attender pass is issued from IP admission counter at the time of patient admission

OTHER SERVICES & FACILITIES:

- Wheel Chairs and stretchers are available on request at any point
- There is a stand-by generator to cater to emergency services in case of electricity break down.
- Adequate drinking water and toilet facilities are available.

GENERAL INFORMATION

Medico legal cases: On admission of a medico legal case, the Hospital has to 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 Bahour Commune Panchayat. The family has to collect the final Death Certificate from the Bahour Commune Panchayat. Similarly the Birth can also be obtained from the Bahour Commune Panchayat.

Aarupadai Veedu Medical College & Hospital

Embalming Services

Embalming facility is provided at AVMC & H. This facility is also available for international patients. Embalming Certificate provided by the concerned Authorities.

PATIENT SERVICES DEPARTMENT

Free treatment & Concession will be given to the poor patients.

COMPLAINTS AND GRIEVANCES:

- In the event of our services not being satisfactory up to your expectation, Please do not hesitate to register your complaint. It will only help us serve you better.
- Every grievance will be duly attended to promptly.

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