



## **CITIZENS CHARTER (Detailed)**

Dear citizens,

You are welcome to Saraswati Dental College (SDC), the premier Dental Institute of North India. SDC is committed to provide quality dental care services to each and every citizen coming to SDC. On an average, more than 600 patients (old & new) attend our OPD on the daily basis.

In line with our mandate, we, at SDC, strive to provide comprehensive, high quality oral care services to our users. However, there may be some deficiencies due to extreme patient load and limited resources.

The purpose of the Citizens Charter is to explain your Rights and Responsibilities, as a patient of the Hospital. Knowing and understanding your Rights and Responsibilities will make your relationship with us mutually beneficial ones. The Charter delineates the ways in which the community and the hospital work as partners in a positive and open relationship with a view to enhance the effectiveness of our health care endeavor.

### **GENERAL INFORMATION**

- SDC is located at 233, Tiwari Ganj, Juggor on Faizabad Road, Lucknow
- The college has a total of 365 dental chairs
- It is attached to Saraswati Hospital and Research Center (SHRC) which is a 106 bed general hospital
- At the entrance of the hospital (SDC & SHRC), Reception Desk/ OPD Counter, Enquiry & Waiting Hall facility is provided
- All the floors of SHRC have got the nursing stations except 4<sup>th</sup> floor (Research Wing)
- Staff identity:
  - Doctors: White Apron with name plates
  - Nurses: White salwar suit with name plates
  - Lab Attendant: White shirt with name plates
  - Ward Aya/ Boys: White salwar suit/ white shirt with name plates
- Boards indicating names of faculty/doctors are displayed outside every Department

## ENQUIRY (SDC)

<b>Principal</b>	: Prof. (Dr.) R. S. Bedi
Phone No.	: 05226560975, 76, 78
Mobile No.	: 9889816455
<b>Administrative Officer</b>	: Mr. D. Sawhney
Phone No.	: 9889003211
<b>Patient &amp; Student Welfare Committee</b>	: Dr. Alka Yadu
Phone No.	: 7800422822

## ENQUIRY (SHRC)

<b>Medical Superintendent</b>	: Dr. Manjula Sharma
Phone No.	: 0522 6568397, 99, Ext: 312
Mobile No.	: 9927018197
<b>Administrative Officer (Manager)</b>	: Dr. B. K. Mathur
Mobile No.	: 9889474907

## FLOOR WISE SPECIALTY CLINICS & FACILITIES (SDC)

Floor	Department	Facilities
<b>Ground Floor</b>	Main Reception Desk	<ul style="list-style-type: none"><li>• Enquiry</li><li>• OPD &amp; Registration</li><li>• Suggestions/Complaints</li></ul>
	Administrative Officer	<ul style="list-style-type: none"><li>• Logistic support for patient care</li></ul>
	Oral Medicine & Radiology	<ul style="list-style-type: none"><li>• Registration &amp; Record Counter</li><li>• Oral Diagnosis &amp; X-Ray for all kinds of Maxillofacial Ailments</li><li>• U.G. &amp; P.G. Clinic</li><li>• Oral Radiology (X Ray Department)</li></ul>
	Oral & Maxillofacial Surgery	<ul style="list-style-type: none"><li>• Registration &amp; Record Counter</li><li>• Surgical treatment for all kinds of Oral &amp; Maxillofacial Ailments</li><li>• U.G. &amp; P.G. Clinic (I &amp; II)</li><li>• Operation Theater &amp; Recovery Room</li></ul>
<b>First Floor</b>	Principal Office	<ul style="list-style-type: none"><li>• Administrative &amp; Academic</li></ul>
	Periodontology	<ul style="list-style-type: none"><li>• Registration &amp; Record Counter</li><li>• Treatment of Gum Diseases &amp; Tooth Cleaning</li><li>• U.G. &amp; P.G. Clinic</li><li>• Minor O.T.</li></ul>
	Prosthodontics and Crown & Bridge	<ul style="list-style-type: none"><li>• Registration &amp; Record Counter</li><li>• Replacement of Missing Teeth</li><li>• U.G. &amp; P.G. Clinic</li><li>• Geriatric &amp; Sleep Apnea Clinic</li><li>• Laboratory</li></ul>
<b>Third Floor</b>	Pedodontics & Preventive Dentistry	<ul style="list-style-type: none"><li>• Registration &amp; Record Counter</li><li>• Treatment of Oral Diseases in Children</li><li>• U.G. &amp; P.G. Clinic</li><li>• Minor O.T &amp; Play Room</li></ul>

<b>Fourth Floor</b>	Orthodontics & Dentofacial Orthopedics	<ul style="list-style-type: none"> <li>• Registration &amp; Record Counter</li> <li>• Treatment of Mal-aligned teeth</li> <li>• U.G. &amp; P.G. Clinic</li> <li>• Laboratory</li> </ul>
	Oral Pathology & Microbiology	<ul style="list-style-type: none"> <li>• Registration &amp; Record Counter</li> <li>• Diagnosis by Microscopic Examination</li> <li>• Clinical Pathology</li> <li>• Laboratory</li> </ul>
<b>Fifth Floor</b>	Conservative Dentistry & Endodontics	<ul style="list-style-type: none"> <li>• Registration &amp; Record Counter</li> <li>• Various Treatments for Carious Teeth</li> <li>• U.G. &amp; P.G. Clinic</li> <li>• Minor O.T</li> <li>• Laboratory</li> </ul>
	Col. Tejendra Shankar Mathur Auditorium	<ul style="list-style-type: none"> <li>• Curricular, Extra-curricular Activities and other Institutional Functions</li> </ul>

### FLOOR-WISE SPECIALTY CLINICS & FACILITIES (SHRC)

<b>Floor</b>	<b>Department</b>	<b>Facility</b>
<b>Ground Floor</b>	Main Reception Desk	<ul style="list-style-type: none"> <li>• Enquiry</li> <li>• OPD &amp; Registration</li> <li>• Suggestions/Complaints</li> </ul>
	Medical Superintendent Administrative Officer	<ul style="list-style-type: none"> <li>• Logistic support for patient care</li> </ul>
	Central Laboratory	<ul style="list-style-type: none"> <li>• Investigations; Blood, Urine, Stool, Sputum, Biochemical, Hormone, Microbiology, etc.</li> </ul>
	Radiology	<ul style="list-style-type: none"> <li>• Radiographs &amp; U.S.G. (Ultrasound)</li> </ul>
	Pharmacy Shop	<ul style="list-style-type: none"> <li>• Medicine &amp; other Medicaments at subsidized rates</li> </ul>
	Consultation Facility	<ul style="list-style-type: none"> <li>• Anesthesiologist</li> <li>• E.N.T. Surgeon</li> <li>• General Surgeon</li> <li>• Neurologist</li> <li>• Obstetrics &amp; Gynaecologist</li> <li>• Orthopedic Surgeon</li> <li>• Ophthalmologist</li> <li>• Pathologist</li> <li>• Pediatric Surgeon</li> <li>• Plastic Surgeon Physician</li> <li>• Radiologist</li> </ul>
	Emergency	<ul style="list-style-type: none"> <li>• E.M.O.</li> </ul>
<b>First Floor</b>	<ul style="list-style-type: none"> <li>• Operation Theater (O.T.) Complex: Major O.T. (Surgery), Gynaecology O.T.</li> <li>• Labor Room</li> <li>• ICU</li> <li>• Nursing Station</li> <li>• Gynaecology Ward</li> <li>• Male &amp; Female Ward (Surgery)</li> <li>• Pediatric Ward</li> </ul>	
<b>Second Floor</b>	<ul style="list-style-type: none"> <li>• Doctors Duty Room</li> <li>• Nursing Station</li> <li>• Dental Clinic</li> </ul>	

	<ul style="list-style-type: none"> <li>• Male Ward (Medicine)</li> <li>• Female Ward (Medicine)</li> <li>• Private Ward</li> <li>• Semi-Private Ward</li> <li>• Physiotherapy Unit</li> <li>• Doctor Duty Room</li> </ul>
<b>Third Floor</b>	<ul style="list-style-type: none"> <li>• Private Ward</li> </ul>
<b>Fourth Floor</b>	<ul style="list-style-type: none"> <li>• Research Wing</li> </ul>

### **OUT-PATIENT DEPARTMENT (SDC)**

**Central OPD Registration Timing:** 8:30 AM to 3:00 PM

**OPD Timings:** OPD services are available from 8:30 AM to 3:30 PM

**Emergency Services:** At SHRC faculty members are on call as per duty roster **(24 x 7)**

#### **OPD Card**

- Available at Registration Counter **‘free of cost’**. Patients have to register before proceeding for consultation
- After registration patients are directed to the Department of Oral Medicine and Radiology (Ground Floor) for initial screening/investigations. Patient needing specialized dental treatment are referred to respective specialty Department
- Patients are examined on **‘first-come-first’** serve basis. However, out of turn consultation is provided in case of an emergency, Senior Citizen, Differently-abled Patients and patients referred from Dental Camps

### **OUT PATIENT DEPARTMENT (SHRC)**

**Central Registration Timing:** 8:30 AM to 3:00 PM

**OPD Timings:** OPD services are available from 8:30 AM to 3:30 PM

**Emergency Services:** **(24 x 7)**

#### **OPD Card**

- Available at registration counter which also includes consultation fee at subsidized rates
- Patients have to register, before proceeding for the consultation
- Patients are examined on **‘first-come-first’** serve basis. However, out of turn consultation is provided in case of an Emergency, Senior Citizen, Differently-abled Patients and patients referred from Dental Camps

## **IN-PATIENT DEPARTMENT (SHRC)**

Patients have to get themselves registered at the Reception Desk and can opt for General Ward, Semi-private Ward and Private Ward, available at a Highly Subsidized Rates

## **INDOOR TREATMENT**

- Diet is provided to all Indoor Patients
- Investigations are done at Highly Subsidized Rates
- Staff nurses are on duty round the clock in Wards/Emergency **(24 x 7)**
- Emergency Medical Officer (EMO)
- Specialty Consultation: On call

## **DIAGNOSIS**

- Doctor can prescribe necessary investigations & refer the patients to the concerned Lab/Department
- Certain investigations are done '**free of cost**' while others are charged at Highly Subsidized Rate as per SDC policy

### **A. Laboratory**

- **SDC, Oral Pathology Laboratory** carries out all the Histopathology & Cytology Investigations '**free of cost**'
- Timing for collection of specimen 9:00 AM to 3:00 PM on all days except Gazetted holidays
- Biopsy reports will take a minimum of 7 days to reach the concerned Department
- **SHRC Laboratory** carries out Hematological, Urine, Stool, Sputum, Biochemical, Hormone, Microbiology, etc. investigations at Highly Subsidized Rate (24 x 7)

### **B. Radiological Investigation**

- **SDC, Department of Oral Medicine & Radiology (Ground Floor)** carries out all the Maxillofacial Radiographs i.e. Intraoral X Ray and Extraoral X-Ray from 9:00 AM to 3:00 PM

- **SHRC**, Department of Radiology, (Ground Floor) carries out all the Radiographs and Ultrasound. (24 x 7)

#### **FACILITIES FOR DIFFERENTLY-ABLED PATIENTS**

- Help desk at the Reception/ OPD Counter (SDC & SHRC)
- Wheel Chair
- Trolleys & Stretcher
- Elevator
- Ramps (Back side SDC & front side SHRC)
- Preference will be given to them at the time of Registration and during Consultation/Treatment

#### **MISCELLANEOUS FACILITIES**

- Ambulance on call 24 x 7
- Electricity, 24 x 7
- Pharmacy, 24 x 7 (SHRC)
- Public convenience facilities, 24 x 7 (Washroom, drinking water etc.)
- Canteen (in-front of Oval Ground)

#### **PATIENT'S RIGHT**

- To be treated with respect, consideration, compassion and dignity regardless of age, gender, race, origin, religion or disabilities
- Dignity and confidentiality in case discussions, examination and treatment
- Right to quality care & treatment consistent with available resources and generally acceptable standards
- Clear & understandable explanation by the doctor/trained staff about diagnosis, as well as the benefits and risk of each treatment and expected outcome
- Participation in decision on healthcare and to refuse treatment

- Agree or refuse to take part in medical research studies and still continued to receive medical treatment
- To be involved in the treatment plan
- Have right to give suggestion and express grievances

## **PATIENT'S RESPONSIBILITIES**

- Wait for your turn at Reception Desk/ OPD and in the Departments during consultation
- Keep appointments and report on time for appointments
- Provide complete and accurate information about current and past illnesses, medications and other matters pertaining to your health
- Follow the treatment plan recommended by the doctor
- Understand all instructions before signing the informed consent forms
- Keep your doctors informed about effectiveness of treatment
- If you refuse the treatment or do not follow the doctors instructions, you will be held responsible for your action
- Pay the user charges as applicable, prior to the treatment
- Deposit the money only at the designated hospital Cash Counter/OPD counter and obtain a proper receipt
- Treat all hospital staff, other patients and visitors with courtesy, dignity and respect and not obstruct them in performing their assignments
- Careful use of SDC property and maintain privacy of others
- Park your vehicle in area designated for visitors parking only
- Not to bring any weapons, alcohol or unauthorized material inside the college premises
- SDC & SHRC premises is strictly a '**Tobacco-free Zone**'
- Maintain silence
- Limit number of visitors/attendants as per rules
- Refrain from demanding undue favors from the staff and officials.
- Take care of your belongings
- Please provide useful feedback and constructive suggestions in feedback/suggestion register kept at every OPD/Registration Counter
- To report any issue, complaints of concern that may affect your care
- Help to keep the hospital neat & clean

## COMPLAINTS AND GRIEVANCES

- There may be occasions when our services are not up to your expectations.
- Please do not hesitate to register your suggestion or complaints. It will only '**help us to serve you better**'.
- You can approach the designated faculty (Names of the faculty are mentioned on the board outside each Department) or fill the suggestion register kept at main Registration Counter (OPD) and also at the Reception Desk of all the Departments. Every complaint will be duly acknowledged and sincere attempt will be made to solve the problem.

## COMPLAINTS AND GRIEVANCES (SDC)

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**“PLEASE HELP US TO SERVE YOU BETTER”**