

Citizen Charter

This charter seeks to provide a framework which enables our users to know services available in our Hospital

This is a Medical College and Hospital for teaching, education and multispecialty patient care hospital

We insist that all our patient/relative receive courteous and prompt attention.

Location

It is located at opposite Districts Sessions Court, Civil Chowk Solapur (Maharashtra).

General Information

Faculty, nursing staff and beds

Doctors : 285

Nurses : 443

Beds : 733 Teaching Beds

Casualty : 25 Beds

Other : 50 beds (ICU, ,OB/GY ICU, ICCU, SICU, NICU, PICU, Pre-op.,
beds : Post-op. & Burns)

OPD Services in various specialties:

Medicine & allied Specialties

1. General Medicine
2. Paediatrics

3. Tuberculosis & Respiratory Diseases
4. Dermatology, Venereology & Leprosy
5. Psychiatry
6. Radio diagnosis

Surgery & allied Specialties

1. General Surgery including Paediatrics Surgery
2. Orthopaedics
3. Ophthalmology
4. Oto-rhino- laryngology

Obstetrics & Gynaecology

1. Obstetrics Gynaecology

In OPDs specialists are available for consultation.

OPD services are available on all working days excluding Sundays and Gazetted Holidays from 8.30 a.m. to 12.30 p.m. from Monday to Saturday.

Services

- Reception
- Registration Counter
- Spacious OPD Complex each for every specialty with good seating arrangement for Doctors, waiting hall for patients and relatives
- Indoor wards – clean, well equipped and manned
- Operation Theater Complex
- 24 x 7 Casualty Services
- ICU, ICCU, SICU, PICU, NICU
- Medicines to Indoor and OPD Patients.
- X-ray
- Sonography
- C.T. Scan
- MRI machine

- Mammography
- Color Doppler
- 2 D Echo
- Special Procedures in imaging modalities.
- Central Clinical laboratory working 24 x 7 for
 1. Hematology
 2. Biochemistry
 3. Pathology
 4. Microbiology
- Blood Bank 24x7
- Medical Stores
- Kitchen - Very good quality food , provided free of cost two times in day
- Laundry
- Cafeteria – Available 24 x 7 for staff, patients and their relatives
- Mortuary facility available 24x7
- Bio- Medical waste Management
- ART Center
- ICTC center
- STD Clinic
- ARV Center

Laboratory Services

Routine :- Laboratory Services are provided in the field of (as available)

- Bio-chemistry
- Microbiology
- Haematology
- Cytology
- Histopathology including FNAC

There is a Central Collection Centre for receiving and collecting various specimens for testing. The timings for receiving specimens are at OPD- 9:00 a.m to 5:00 p.m & IPD-Round the clock.

Emergency :- Emergency Laboratory Services are available 24 hours for limited tests relating to clinical Pathology, Bio-chemistry, Microbiology and Radio-diagnosis.

Casualty & Emergency Services :-

All Casualty Services are available round the clock.

- Duty Doctor is available round the clock.
- Specialist doctors are available on call from resident doctors.
- Emergency services are available for all specialties as listed in the OPD Services.

Operation theatres

Operation Theatres functions round the clock. In serious cases, treatment/management gets priority over paper work like registration and medico-legal requirements. The decision rests with the treating doctor.

Indoor Patient Services

- All wards provide free indoor patient care.
- Emergency wards admit emergency cases medical and surgical problems.
- There is a 16 bedded Intensive Care Unit for care of seriously ill patients.
- There are 8 labour rooms for conducting deliveries round the clock.
- There are 6 beds for the patients of Ecclampsia
- Necessary care to the new-borns – normal as well those born with disease.
- All indoor patients receive treatment under the guidance and supervision of Senior Doctors.
- Outside office hours, treatment is given by doctor on duty and specialists are available on call.
- Diet is provided to all patients in all wards.

Other Facilities

Other facilities available include

- Drinking Water
- Wheel chairs and trolleys are available in the OPD and casualty
- Four Ambulances are available to pick up patients from their places and also for discharged patients . One ambulance with Advanced life support and three with Basic life support.
- Stand-by Electricity Generators have been provided.
- Chemist Shop is available in the campus.
- Canteens for patients and their attendants are available.
- Lifts are available for access to higher floors.
- Adequate toilet Facilities for use of patients and their attendants are available.
- Suggestion boxes are provided at various locations.
- Central Oxygen supply and suction in every ward.

Complaints & Grievances

Every grievance is duly acknowledged. We aim to settle your genuine complaints within 07 working days of its receipt. Suggestions/Complaint boxes are also provided at various locations in the hospital.

Name, designation and telephone numbers of the Grievance Committee officers are as under –

Sr.	Name	Designation	Contact No.	Mobile
1	Dr. D D Gaikwad	Medical Superintendent	0217-2749495	9881313718
2	Dr.V P Doijad	Deputy Medical Superintendent	0217-2749495	909625040
3	Dr V N Dhadke	Prof. & Head Dept. of Medicine	0217-2749450	9422645077
4	Dr Mrs Jadhav	Prof. & Head Dept. of Surgery	0217-2749461	9158911478
5	Dr Mrs M A Shinde	Prof. & Head Dept. of OBGY	0217-2749477	9890642004
6	Shri B S Nikam	Administrative Officer	0217-2749417	9922146994
7	Mrs Anuja Shinde	Sister Incharge-Casualty	0217-2749432	9860727608
8	Mrs Shobha Vhevhare	Sister Incharge-OPD	0217-2749500	9673487408
9	Shri Salgar	Social Worker	0217-2749527	8857827349
Meeting Hours 9.00 a.m. to 5.00 p.m.				

Enquiry, Reception and Registration Services

This counter is functioning round the clock. Location guide maps have been put up at various places in this hospital. Colour coded guidelines and directional signboards are fixed at strategic points for guidance.

Telephone enquiries can be made over telephone numbers

Phone :0217-2749500

Fax no. :0217-2310766

Email :deansolapur@gmail.com

Website:vmgmc-hsolapur.org

Various Government schemes implemented in this hospital are as follows

1. Rajiv Gandhi Jeevandayi Arogya Yojana
2. National Ambulance Services
3. Senior Citizen age certificates
4. Sanjay Gandhi Niradhar Yojana
5. Shravan Bal Yojana
6. Handicap Certificates
7. Child Labour Age certificates
8. Jananai Shishu Suraksha yojana

Responsibilities of the Users

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.

- On an average more than 4 lacs patients attend the OPD annually and more than 40 thousand patients admitted annually in the Hospital.
- Please do not cause inconvenience to other patients. Please help us in keeping the hospital and its surroundings neat and clean.

- Please use the facilities of this hospital with care.
- The Hospital is a “No Smoking Zone” and “Silence Zone”.
- Visitors under the influence of alcohol are not entertained in this hospital.
- Please refrain from demanding undue favours from the staff and officials as it encourages corruption.
- Please provide useful feedback & constructed suggestions. These may be addressed to the Medical Superintendent of the Hospital.