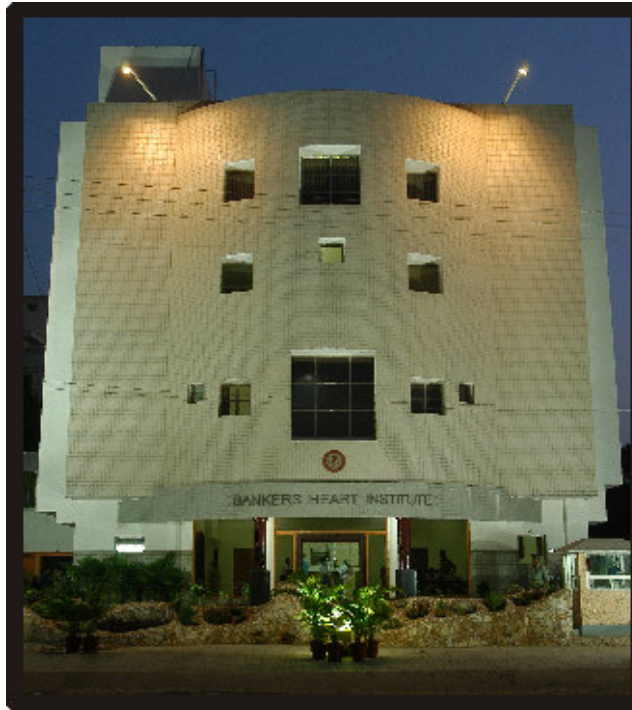


CITIZENS' CHARTER



Bankers  **Heart Institute**
NABH Accredited & Govt. Approved

Near Tagorenagar, Old Padra Road, Vadodara -390015. Phone:(0265) 2324004, 2320404, 2320099,
Fax: (0265) 2327401, E-mail: info@bankersheart.com

Redefining 
Cardiac Care



BANKERS HEART INSTITUTE - A Superspeciality Cardiac Centre which offers excellent Heart Care is built with highest standards at prime and quiet location on Old Padra Road, Vadodara.

The Institute's objectives are :

- To provide state of the art Cardiac centre for diagnosis, management and prevention of heart diseases
- To provide medical education, awareness regarding Cardiac problems and its prevention.
- To provide advanced medical facilities at affordable cost.

The 52 bedded Cardiac Care Centre is climate controlled & offers facilities like 24X7 emergency Cardiac care, ICCU attended by Physician (MD), state of the art Operation Theatre, Siemens Flat Detector (Digital) Catheterization lab, Vivid 7 Colour Doppler Machine, Computerized Treadmill Test Machine, Round the clock Pharmacy, Pathology, Radiology & Ambulance Services. It also has essential infrastructural amenities like Generator, Sterilization system, Central Oxygen & Suction system, Canteen, Communication system, Medical Record Keeping etc

VISION

Bankers Heart Institute will be the health care leader in the state providing exceptional cardiac care and service for every patient, every day, in a patient-centered, family-focused environment. The Management, Medical Staff and employees of BHI will maintain a unified effort in providing high quality patient focused services to our community.

MISSION

“Redefining Cardiac Care through Innovative technologies and dedicated Human Touch.”

AIMS

- To provide state of the art Cardiac center for diagnosis, management and prevention of heart diseases.
- To provide medical education, awareness regarding cardiac problems and its prevention.
- To provide advanced medical facilities at affordable cost.

OBJECTIVE

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 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.

LOCATION

Bankers Heart Institute is located at, Near Tagore Nagar, Old Padra Road, Vadodara-390 015

CONTACT US

Bankers Heart Institute
NABH Accredited & Govt. Approved

Near Tagorenagar
Opp. Suryakiran Complex,
Old Padra Road,
Vadodara 390 015
Gujarat - India
Tel : +91 265 2324004, +91 265 2320404,
+91 265 2320099
Fax : +91 265 2327401
E-mail : info@bankersheart.com
Visit us at: www.bankersheart.com



IMPORTANT TELEPHONE NUMBER

Appointment Help Desk - +91 265 2324004
Cardiac Emergency - +91 265 2320404

STANDARDS OF SERVICE:

- It provides cardiac care to all patients who come to this institute and trains the PGDCC students and Nursing students (both undergraduate and post graduate)
- Standards are influenced by NABH; it is aimed to give all courteous and prompt attention to our users.
- Committed to give world-class treatment at an affordable rate.

GENERAL INFORMATION:

The institution has :

Doctors : 25

Nurses : 55

Beds : 52

STAFF UNIFORM

Doctors wear white aprons and nurses are in uniform. All staff wears an identity card of BHI.

ENQUIRIES

- Location guide map is available and directional signboards are fixed in each floor.
- Enquiries counter exist at the reception (Ambulatory entrance and Main entrance)
- Hospital enquiry hotline works round the clock. Its no. are : 9898540444, 9898540555

EMERGENCY SERVICES:

- Medical officer and resident Doctors are available 24 hrs all days.
- Emergency Cases are attended promptly.
- 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

BHI has 2 ambulances of different category to meet the need of the patients and community.

A team of trained and dedicated medical professional, emergency technician, 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 BHI. Ambulance service enquiry no: +91 265 2324004, +91 265 2320404, +91 265 2320099,

This service is available 24 hours a day, on all days



APPOINTMENT HELP DESK

Working Hours: 8.00 AM to 8.00 PM on all working days except Sundays and holidays.

Phone No - +91 265 2324004, +91 265 2320404,
+91 265 2320099

Hospital enquiry Hotline works round the clock. The Nos are 9898540444,
9898540555



OUTPATIENT DEPARTMENTS

Working Hours: - 8.00 AM to 8.00 PM

Patient reports to front office directly with or without a referral slip.

Patient fills up the registration form and consent form then the patient is registered.

Bill for the 1st consultation is made.

Patient is examined by a Medical Officer and history is taken.

Patient then consults a cardiologist.

Patient is sent to the front office if tests are to be performed.

Bill is made for the tests to be performed.

Patient is sent to the Non Invasive Lab/Path lab for further tests.

Patient is explained the procedure for the tests.

Tests are performed.

Reports are sent to the front office.

Patient then consults the cardiologist.

OUR SERVICES

NON INVASIVE DIAGNOSTIC SERVICES

These services consist of Echo Colour Doppler, Dobutamine Stress Echo, Trans-esophageal Echo, Tread Mill Stress Test, Electrocardiogram, Holter Monitoring etc. The institute has state of the art equipment and facilities for prompt and precise diagnosis & treatment of heart diseases. VIVID 7 Color Doppler machine is the first of its kind in Vadodara. It has state of the art imaging which gives incredible image clarity and quality.



CATH LAB

Our dedicated team of Cardiologists is available full time at the Hospital. High quality images obtained with Siemens Flat Detector provides the basis of decision making. Siemens flat detector - first of its kind in Gujarat, has the benefit of less dye load, less procedure time & better image quality producing more convincing images.



INTENSIVE CARDIAC CARE UNIT (ICCU)

12 bedded ICCU is equipped with Philips Monitoring System, Ventilators for Invasive / Non Invasive Ventilation, Defibrillator, IABP, Portable Echo, Portable X-ray etc. State of the Art Philips monitoring system provides information on vital parameters like heart rate, rhythm, blood pressure, oxygen saturation, cardiac output etc. on beat to beat basis.



CARDIAC SURGERY

Cardio thoracic surgical facilities include a dedicated theater for Cardiac surgeries and a separate Intensive Care Unit for post operative patients. The theater is equipped with Sams Heart-Lung Machine, Valleylab Cautery, Primalix OT lights, electrically operated Operation table, Dragger - Fabius Anaesthesia Machine etc.

A team of Consultant Cardiothoracic Surgeons is supported by Cardiac Anaesthetist, trained nurses in OT & ITU, Perfusionists and technicians. Round the clock cover is provided to deal with any cardiac emergency. Apart from conventional adult and pediatric Cardiac surgery, advanced and innovative techniques like minimally invasive Cardiac surgery, Beating Heart surgery, total Arterial Revascularization etc. are done regularly keeping pace with the latest developments in field of Cardiac surgery.



DIETICIAN

Full time experienced Nutritionist is available to indoor as well as outdoor patient for counseling. Patient meals are planned by Physicians & Dieticians and served hygienically to indoor patients.

MEDICAL SOCIAL WORKER

The services of a Medical social worker are made available to take care of social and emotional needs of patients and their relatives.

PHYSIOTHERAPY

Physiotherapy is offered to all post Surgical Cardiac Patients, indoor & outdoor under the guidance of our Physiotherapists.

HEALTH CHECKUP

HAPPY HEART CHECK-UP

Complete screening of Cardiac risk factors and heart diseases:

CBC, Blood group, S. Cholesterol, FBS, S.Creatinine, Urine analysis, Electrocardiogram, Chest X-Ray, Echo Colour Doppler Study, Cardiologist Consultation, Diet Counselling, Physiotherapy Counselling

COMPREHENSIVE HEALTH CHECK-UP

Unique Package covering Whole Body Checkup as well as USG Abdomen and Pulmonary Function Tests along with Cardiac risk Evaluation:

Complete hemogram, Lipid Profile, FBS/PP2BS/PG2BS, Liver function tests, S.Creatinine, Uric acid, Urine analysis, Electrocardiogram, Chest X-Ray, Echo Colour Doppler Study, Computerised Tread Mill Test, Abdominal Sonography, Cardiologist Consultation, Ophthalmic Evaluation, Ortho Evaluation, ENT Consultation, Diet Counselling, Physiotherapy Counselling

EMPLOYEE HEALTH CHECKUP

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

DURING YOUR STAY

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

CATEGORY OF ACCOMMODATION

Star Deluxe or Deluxe Room : Star Deluxe or Deluxe Room compromises of air-conditioned room with television, telephone, refrigerator, sofa set, mechanized patient's cot.

A/C Special Room: this is an individual air-conditioned room with attached washroom. The room provides television, telephone, sofa set and attendant couch.

A/C Semi Special Room: Room with two beds separated by the screen and has a common washroom. The room is also provided with television, telephone, and a couch.

A/C General Ward. General ward features separate male and female ward

TPA AND CASHLESS TRANSACTIONS

- We entertain TPA and cashless transactions.
- For TPA related enquiry shall be made at IPD billing department.
- Our computerized billing system will consolidate all charges for medicines/ consumables /services availed by you during hospitalization.

SURGERY PACKAGE

For all the plan surgeries, full advance payment is to be made as per the package specifications.

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:

Medicine and surgical consumables required for the treatment can be procured from the in-house pharmacy. A general pharmacy is located in the hospital premises.

HOUSEKEEPING & LINEN:

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

FOOD SERVICES

Diet

The hospital dietary department provides all meals for the patient. The Dietitian plans the diet based on the therapeutic needs. Our kitchen is well equipped to serve good balanced vegetarian meals. Dietician takes rounds of all patients and in consultation with treating physician and advice the therapeutic and non-therapeutic diet. Patient's relative's food can be ordered to Cafeteria.

ATTENDANT'S PASS

Attendant:

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 standards is a must for female patients.

Attendant's pass is issued from IP admission counter at the time of patient admission. Attendant can utilize this pass till patient's discharge.

Visiting hours:

Visiting hours for the Hospital are: 4.00 pm–7.00 pm

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

PAYMENTS

An advance payment (Deposit) has to be done at the time of admission, which will be adjusted in Final Bill. Final settlements of accounts will be requested when patient is to be discharged.

Payment can be made at the billing department between 8 AM to 8 PM. The hospital accepts payments in cash and cheque.

Daily or alternate day bills are generated and send to the patients relatives.

OTHER SERVICES & FACILITIES:

Wheel Chairs and stretchers are available in OPD and on every floor. Lift is also available for access to the other departments like Wards, ICCU, HDU etc. 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

GUEST HOUSE FACILITY

It is a temporary lodging facility for attendants of inpatients. Located on the 1st Mezzanine floor of Hospital

PRAYER HALL

Prayer hall is located next to Patient relative's rest room on Mez Floor.

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 VMSS. The family has to collect the final Death Certificate from VMSS Office.

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. There is a redressal forum that function in association with the Quality & Standards Dept to attend to all grievances.

The complaints can be informed on Reception Counter. Every grievance will be duly acknowledged.

GENERAL INSTRUCTIONS

Smoking

BHI 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. 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. Beware of Touts. Please refrain from demanding undue favours from the Staff and officials. Please provide useful feedback and constructive suggestions.



PATIENTS' RIGHTS

1. Care:

- Patients have a right to receive treatment irrespective of their type of primary and associated illnesses, socio-economic status, age, gender, sexual orientation, religion, caste, cultural preferences, linguistic and geographical origins or political affiliations,
- Right to be heard to his/her satisfaction without the doctor interrupting before completion of narrating their entire problem & concerns.
- Expectation from the doctor to write the prescription legibly and explain to the patient on the details on dosage, dos & don'ts & generic options for the medicines.
- They have to be provided with information and access on whom to contact in case of an emergency.

2. Confidentiality and Dignity:

- Right to personal dignity and to receive care without any form of stigma and discrimination.
- Privacy during examination and treatment
- Protection from physical abuse and neglect
- Accommodating and respecting their special needs such as spiritual and cultural preferences.
- Right to confidentiality about their medical condition.

3. Information: The information to be provided to patients are meant to be & in a language of the patient's preference and in a manner that is effortless to understand.

- Patients and/ or their family members have the right to receive complete information on the medical problem, prescription, treatment & procedure details.

- A documented procedure for obtaining patient's and / or their family's informed consent exists to enable them to make an informed decision about their care. This process is an important patient right and needs to be practiced with utmost diligence and transparency.

- Patients have to be educated on risks, benefits, expected treatment outcomes and possible complications to enable them to make informed decisions, and involve them in the care planning and delivery process.

- Patients have the right to request information on the names, dosages and adverse effects of the medication that they are treated with.

- Patients or their authorized individuals have the right to request access and receive a copy of their clinical records.

- Patients have the right to complete information on the expected cost of treatment. The information should be presented as an itemised structure of the various expenses and charges.

- Patients have the right to information on hospital rules and regulations.

- Information on organ donation

4. Preferences:

- Patient has the right to seek a second opinion on his/her medical condition.
- Right to information from the doctor to provide the patient with treatment options, so that the patient can select what works best for him/her.

5. Right to redress:

- Patient has the right to justice by lodging a complaint through an authority dedicated for this purpose by the healthcare provider organisation or with government health authorities.
- The patient has the right to a fair and prompt hearing of his/her concern.
- The patient in addition has the right to appeal to a higher authority in the healthcare provider organisation and insist in writing on the outcome of the complaint.

PATIENTS' RESPONSIBILITIES

1. Honesty in Disclosure:

- I will be honest with my doctor & disclose my family/ medical history.

2. Treatment Compliance:

- I will be punctual for my appointments
- I will do my best to comply with my doctor's treatment plan
- I will have realistic expectations from my doctor and his treatment
- Inform and bring to the doctor's notice if it has been difficult to understand any part of the treatment or of the existences of challenges in complying with the treatment.
- I will display intent to participate intelligently in my medical care by actively involving myself in the prescribed do-at-home activities

3. Intent for Health Promotion

- I will do everything in my capacity to maintain healthy habits & routines that contribute to good health, and take responsibility for my health.

4. Transparency and Honesty

- I will make a sincere effort to understand my therapies which include the medicines prescribed and their associated adverse effects and other compliances for effective treatment outcomes.
- I will not ask for surreptitious bills and false certificates, and/or advocate forcefully by unlawful means to provide me with one.
- If I am not happy, I will inform and discuss with my doctor.

- I will report fraud and wrong-doing

5. Conduct:

- I will be respecting the doctors and medical staff caring and treating me.
- I will abide by the hospital / facility rules
- I will bear the agreed expenses of the treatment that is explained to me in advance and pay my bills on time.

DOCTORS' CODE OF PRACTICE

1. Transparency and Honesty:

- I will provide a printed schedule of my fee for office visits, procedures, testing and surgery, and provide itemized bills.
- I will inform you of my qualifications to perform the proposed diagnostic measures or treatments

2. Patient Friendly:

- I will schedule appointments in such a manner that it will allow me the necessary time to interact and examine you with minimal waiting times & listen to your problems and concerns without interruptions or distractions.
- I will encourage you to bring a friend or relative into the examining room with you.

3. Effective Communication for Patient Education

- I will explain your prognosis, further diagnostic activity and treatment in simple terms such that it facilitates easy understanding to you.
- I will prescribe an Information Therapy, and discuss your diagnostic, treatment and medication options, to enable you to make well-informed decisions.
- I will not proceed until you are satisfied and convinced that you understand the benefits and risks of each alternative, and I have your agreement on a particular course of action.

4. Implement the patient charter

- I will publish the patient charter in English, hindi and the local languages.
- I will display the patient charter prominently and at multiple locations in the healthcare provider setting.
- I will implement the patient charter in its true spirit in my everyday medical practice.