

Government Of Karnataka

Karwar Institute of Medical Sciences, Karwar.

District Hospital Premises, M.G. Road, Karwar (U.K) -581301

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NO: KAMS: admin /106/2014-15

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CITIZENS CHARTER

DEAN:

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I. PREAMBLE

Dear

citizen,

You are welcome to Karwar Institute Of Medical Sciences (KAMS) the premier Medical Institute of Karnataka. KAMS is committed to provide quality services and medical care to each and every citizen coming to KAMS. In line with our mandate, we, at KAMS, strive hard to provide comprehensive, high quality tertiary care services (specialty and super-specialty services) to our users. However, there may be some deficiencies due to extreme patient load and limited resources.

This charter seeks to provide a frame work, which enables our users to know: -

● The services available in this hospital.

- The quality of services they are entitled to and the means through which complaints regarding denial or poor quality of services will be redressed.

The Citizen's Charter for Karwar Institute of Medical Sciences reinforces our commitment and the resolve of the Government of Karnataka to provide high quality and comprehensive health care to all the citizens. It charter provides the following information

1. Services available in KAMS and the quality of care you can expect
2. Machinery available for the redressal of grievances
3. A brief overview regarding the admission of students to KAMS.

I.	Preamble	
II.	Services available at Karwar Institute Of Medical Sciences	
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	B. DIAGNOSTIC SERVICES	
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II. SERVICES

A. CLINICAL SERVICES

Karwar Institute of Medical Sciences provides following clinical services:

1. OUT PATIENT SERVICES
2. INDOOR PATIENT SERVICES
3. EMERGENCY SERVICES

1. OUT PATIENT SERVICES: OPD Timings: 9:00 a.m. - 4:00 p.m.
 Registration Timings: 8:30 a.m. - 4:00 p.m.
 Registration fee: Rs. 2/-

Registration for a Medico- legal case is free

REGISTRATION For the convenience of the public, registration for all the departments is centralized and done at OPD 1- Ground floor (OPD Block). Emergency and Medico Legal services are registered at the registration counter next to Casualty.

HOW TO REGISTER? The registration process is computerized. You will be asked exact name, age, address and other details at the registration counter.

You will be given a case paper with a unique patient number which can be used in future to avail services from any department in KAMS. You can select the consultant or resident. However the number of patients seen by the consultants are unlimited and it would be advisable to report early if you have such preferences. The case paper will also generate a token number which will decide the order in which you can enter the OPD for an examination. We request you to adhere to the queuing system. Patients may jump the queue in case of an emergency. Senior citizens and those with disability are provided with assistance. Wheel chairs are available on request for those who require them.

Lay out of KAMS: Location and OPD days:

The OPDs are open on all days except Sundays and Public Holidays (Time: 9:00 a.m. - 1:00 p.m. Only on Holidays)

Time: 9:00 a.m. - 4:00 p.m. on all other days

Name of the OPD	Location	OPD days	Consultant
General Surgery	Ground	Unit-1	1-Dr.Savitha KS

OPD 1	Floor	Mon/.wed/fri	
		Unit 2- Tues/ Fri	Dr. SayedNadim
Orthopaedic OPD 3	Ground Floor	Unit Mon/Wed/Fri	1- Dr. Madukar K T
		Unit Tue/Thur/Sat	2- Dr. Veerabhadra J Dr.Suresh
Medicine OPD 2	Ground Floor	Unit 1	Dr. Aravind Mirajkar
Pediatrics OPD 4	Ground Floor	Unit 1/Mon	Dr. N V Nayak
Pediatrics Immunization OPD 10	1 st Floor	Thursday	Dr. Vishwanath Machakanur
Ophthalmology OPD 7	1 st Floor	Mon/Thur Tues/Fri Wed/Sat	Dr. Prashanthkumar Achar Dr.RameshVenkimani Sachin Tammannavar
Skin VD OPD 8	1 st Floor	Tue/Thur/Sat Mon/Wed/Fri	Dr.SubhashDandel
ENT OPD 9	1 st Floor	Unit Mon/Tues/Sat	1- Dr. Harish M O Dr. KiranRevanker

		Unit 2- Wed/Thur/Fri	
Anti-Retroviral Therapy Clinic OPD 11	1 st Floor	All days	Dr. AnandPawasker Dr.Venkatesh V N (CD4 lab in charge)
Dentistry OPD 12	1 st Floor	All days	Dr.Hemanthkumar.H.R Dr Vinuta
Psychiatry OPD 6	Ground Floor	All days	Dr. Vijayraj Dr. Akshay Phatak
Post Natal Clinic OPD 13	Ground floor	All days	Dr. NareshPawasker Dr PoojaBandari
Ante Natal Clinics OPD 14	Ground floor	All days	Dr ShivanandKadthavker
Casualty OPD 15	Ground floor	All days	CMO
Radio Diagnosis OPD 18	Ground floor	All days	Dr.NagarajNayak
Central Lab OPD 16	Ground floor	All days	Lab in charge from Microbiology Pathology Biochemistry
RNTCP OPD 17	Ground floor	All days	Dr.Venkatesh V N
Obstetrics and Gynecology OPD 5	Ground Floor	Unit 1- Mon/Thur	Dr. NareshPawasker Dr PoojaBandari
		Unit 2- Tue/Fri	Dr Asha Bhat
		Unit 3- Wed/Sat	Dr ShivanandKadthavker

OPDs for, TB&Chest, are held at the Institute of TB & Chest Hospital, Similarly the OPD services provided by the Rural health and Training center and the Urban Health Centre, including their outreach services are held at their respective centres.

Ancillary services

Service	OPD no.	Location	OPD Days
Occupational Therapy	19	Ground floor	All days
Physiotherapy	20	Ground floor	All days
Injection	21	Ground floor	All days (8:00 am -

			4:00 pm)
Dressing Ortho	22	Ground floor	All days (8:00 am - 4:00 pm)
Dressing Surgery	23	Ground floor	All days (8:00 am - 4:00 pm)
ECG	24	1st floor	All days

2. INDOOR PATIENT DEPARTMENT SERVICES (IPD)

Patients who need further treatment and investigations may be admitted as indoor patients

Indoor patients should be registered at the registration counter near Casualty (OPD 10)

KAMS Hospital has beds under various departments for indoor admission and treatment. They are distributed as follows

Service	capacity	Ward No	Medicine Block
Medicine	120	205 (F) 205 (M)	Ground Floor(F) Ground Floor (M)
ICCU	18	113	Ground Floor
CCU	7	116	Ground Floor
ICU	18	121	Ground Floor
General surgery	140	105F 105M	Ground Floor(F) Ground Floor (M)
Plastic Surgery	10	118	1 ST FLOOR
Urology	15	Surgery wards	1 ST FLOOR
Neurosurgery	10	108	1 ST FLOOR
Orthopaedic	40	103F 103M	1 ST FLOOR
Ear Nose Throat (ENT)	20	101	1 ST FLOOR
Ophthalmology	20	101	1 ST FLOOR
Skin VD	10	131	1 ST FLOOR
Pediatrics	70	301 F 301M,	1 ST FLOOR
Respiratory ICU Unit	10	215	1 ST FLOOR
OBG	55	207ANC 207PNC	Ground Floor
Prison ward	6	119	1 ST FLOOR
TB Chest	10	312	1 ST FLOOR

OPERATION THEATRES: KAMS has 5 Operation Theatres (OT) of which 4 OTs are for routine operations and 1 OTs are for emergency operations. All OTs

are equipped with Boyle's apparatus, Electro cauteries, Monitors, and other essential equipments, central supply of oxygen, Nitrous oxide, compressed air and central suction.

The operations are scheduled as per the requests of various surgical departments.

3. EMERGENCY SERVICES: The Government of Karnataka has introduced 108 Emergency Services for all medical and trauma cases. 108 is a toll free emergency number that could be dialed for any emergency - medical or trauma. The services include 18 ambulances with state of the art life saving equipment located at various parts of Karnataka and ensure prompt transfer of patients. The paramedical workers on the ambulances are trained in providing Basic Life support and shifting the patient.

The hospital lays a lot of emphasis in providing prompt emergency services round the clock on all days. The staff in the Emergency Room will give utmost priority to the patient and no intervention will be denied for delay in paperwork. We request relatives to avoid crowding the casualty and refrain from making unnecessary phone calls to allow proper management and maintain hygiene in the emergency room. Needless to say the services of OPD 15 have to be used in emergencies only and the patient may be sent to the OPD based on the clinical assessment of the CMO.

Stretchers/ wheel chairs and attendants are available to assist you in shifting the patient to the emergency room.

The patient will first be seen by the Chief Medical Officer who may then call for the concerned department after administering first aid. Senior Residents in all the department are posts on casualty duties. Consultants are on call.

Public Phones are available outside casualty. Pediatric emergencies have to be taken to the Pediatric Ward directly. Similarly emergencies involving Obstetrics and Gynecology have to be shifted to the OBG ward directly.

In case of a medico-legal case a MLC paper is made which is free of cost and is maintained by the hospital.

The emergency room is equipped with suction machines, defibrillators and with other life saving equipment. All emergency drugs are available in Casualty. There is 1 emergency OTs situated close to Casualty. There is a special X ray unit with a technician on duty 24 hours.

B. DIAGNOSTIC SERVICES

1. Laboratory Services: Laboratory services at KAMS are available round the clock for routine as well as emergency investigations. The tests are conducted by various departments like Pathology, Microbiology and Biochemistry.

i. Central Laboratory:

For the convenience of patients, KAMS has a central laboratory - collection and testing centre,

Location: OPD 16, 1st floor besides Blood Bank

Timing: The blood collection facility is available from 8:00 am - 4:00 pm (Mon - Fri) 8:00 am - 1:00 pm (Sunday and Holidays.)

The samples are collected at the central laboratory. Routine tests like Hb, TC, DC, ESR and Urine tests etc are done at the central laboratory itself. Samples are sent to the department of microbiology, pathology and biochemistry for specialized tests.

Patients are requested to follow instructions given by the physicians. Certain investigations like blood sugar, ESR, etc requires a fasting sample to be collected. The fasting sample is collected in the morning after the patient has fasted for 12 hours.

ii. Microbiology Laboratory:

The department of microbiology is situated on the second floor of the main college building. The department carries out various tests to diagnose infectious diseases.

It has various sections like

Bacteriology,

Serology,

Immunology,

Fungal studies,

AFB(Tuberculosis),

Virology- HIV/AIDS / Dengue/ JE /Chikungunya fever,

Malaria ,etc.

Culture facilities are available for all sample including pathogens commonly acquired in HIV/AIDS cases like Cryptococcus neoformans, candida albicans, cryptosporidium parvum and other opportunistic infections. Facilities are also available for investigating routine cases like diarrhoea, respiratory tract infections, urinary tract infections, wound infections and other infectious conditions.

Samples are collected at the central laboratory and test results are dispatched to the department that requested for the test.

iii. Pathology Laboratory:

The Department of Pathology is situated on the 3rd floor of the main college building. T has various sections like

Histopathology

Cytopathology

and Hematology

Blood or tissue samples are sent to the department of pathology from various departments. The reports are dispatched to the requesting units.

iv. Biochemistry Laboratory

The department of biochemistry is situated on the 2nd floor of the main college building. The central biochemistry laboratory services are available round the clock for routine as well as emergency investigations.

v. Other laboratory services

DOTS Centre: Facilities for sputum examination for **Tuberculosis** are available at the DOTS centre from 9:00 am - 5:00 p.m. on the ground floor, in the same building.

Tests for **Malaria** (Slide for Malarial Parasite): is available round the clock in OPD 16.

ICTC Centre: Voluntary HIV testing and counselling is available from 9:00 am - 4:00 pm. Pre test and post test mandatory. **RESULTS ARE KEPT STRICTLY CONFIDENTIAL.**

2. Radio diagnosis:

The department is centrally situated in the main service block in OPD number 18. Patients should come to the department with a proper requisition slip from the concerned department.

KAMS is equipped with 4 X Ray machines (in addition to this, the department of TB and Chest also have 2 X Ray machines). 6 Ultrasound machines including colour Doppler units. One mammography machine. Office timing: 9 am - 5 p.m.

Emergency Duties: 24 hours

C. BLOOD BANK SERVICES:

A FDA licensed blood bank service is available at KAMS. It is situated beside OPD 17, functions round the clock and provides services to the whole state of Karnataka (Karwar).

The blood bank aims for 100% voluntary blood donation. However replacement donations are required for component separation i.e. packed cells, fresh frozen plasma, platelet concentrate, cryo-precipitate etc. The blood bank is equipped with state of the art facilities for blood component separation.

A consultant from the department of pathology supervises the blood bank. All blood units are screened for HIV 1&2, Malaria, Hepatitis B, Hepatitis C, and Syphilis before transfusion.

Blood Bank also caters to requests from private hospitals.

The testing charges for private hospitals is as follows:

Whole blood:	850
Packed cells:	850

Plasma:	400
Platelet Concentrate:	400
Cryo-Precipitate	200

If you would like to donate blood or organize a blood donation camp contact the staff at +91 09972501513

BLOOD DONATION SAVES LIFE- BECOME A BLOOD DONER

D. MORTUARY:

Location: Behind the main college building KAMS

Timings: 24 hours

Post mortem examination: 9:00 am - 5:00 p.m. (on all days including holidays)

There are 5 dead body storage compartments in KAMS Morgue

The dead bodies can be preserved under three requests

- 1. Dead bodies brought by the police with a letter of request from the police**
- 2. Dead bodies from KAMS (Medico Legal Cases (MLC) and Non MLC)**
- 3. Dead bodies from outside KAMS**

A request from the private physician and a copy of the Medical Certificate of the Cause of Death is mandatory

All valuables should be removed prior to preservation
There shall be at least one attendant to assist in depositing and handing over of bodies

In case of foreigners, copies of documents like passport, FRO etc are necessary.

In case of Police Case (MLC), the concerned police/ magistrate should submit the necessary request and documents to the doctor for post mortem. The body may be claimed by those concerned only after the post mortem examination is conducted.

Rates: the services will be charged as per the Other Karnataka Government

Autonomous Institute

GMC Patients: Rs 50/day after 48 hours

Private patients: Rs 100/ day

Embalming*: Rs 1000/-

(receipt shall be issued by the departmental clerk during office hours)

**** Only bodies that need to be kept for more than 24 hours at room temperature or those that need to be transported by plane need to be embalmed. Permission of the SDM is required.***

Unclaimed bodies are dealt with by the municipality after prior NOC from the police and Medical Superintendent, KAMS. Bodies fit for dissection are handed over to the department of Anatomy for teaching purpose under the Anatomy act.

No payment other than prescribed should be made to any morgue staff
Please cooperate with the department staff who are there to help you

In case of problems/ queries, feel free to contact the head of department.

Phone:08382226731 , mobile: 09448387665

III. STAFF DETAILS

Doctors	Consultants	19
	Senior Residents	1
	Junior Residents	0
	Interns	00
Nurses		74
Class III	(Technical and clerical)	42
Class IV	Ward boys, attendants and sweepers	150

Doctors can be identified by their white aprons, Nurses with their white uniform and Class IV use either grey or blue uniform. All staff members carry ID cards with them.

IV. SUPPORTING SERVICES:

1. HOSPITAL KITCHEN: The hospital has its own kitchen. All patients are provided free diet. Hospital supplies milk, juice, breakfast, lunch, tea and dinner to all the patients. The diet is tailored to meet the needs of the patient i.e vegetarian, non-vegetarian, salt free, diabetic diet, liquid diet etc. private patients are charged for the diet.

2. CENTRAL STERILIZATION AND SERVICES DEPARTMENT (CSSD): The hospital has a modern central sterile supply department. The department also caters to the need of the attached hospitals. Care is taken to ensure that the instruments and linen used in Karwar Medical College is meticulously disinfected.

3. LAUNDRY: The Central Laundry is fully mechanized with four bulk washing machines with a capacity of 100 kgs each, four mechanized hydro extractors with a capacity of 35 kgs each and two drying machines. Steam press units are also available. This unit handles 2000 units of laundry per day.

4. CENTRAL PHARMACY: The OPD pharmacy is located on the ground floor. It is the policy of the hospital to try to make all essential drugs free of cost to the patients in the OPD and IPD. The patients may have to purchase some drugs that are not available with the Central Pharmacy. In case an admitted patient cannot afford the medication, drugs can be procured by making a local purchase. In addition to the central pharmacy, there are two private pharmacies located within the hospital premises, extending their services round the clock.

Timing: 9:00 am - 5:00 p.m.

V. INFORMATION FOR PATIENTS

1. CANTEEN FACILITIES: There are canteen facilities available in the hospital campus. The canteens within the hospital provide food at subsidized rates to patients, staff and students of KIMS. The hostels in the campus are also equipped with their own canteen facilities.

2. ENQUIRIES AND INFORMAITON Signboards are available at various junctions showing the directions. Volunteers are also present in the hospital to assist you with your problem. There is an enquiry counter in the OPD block during OPD hours and the casualty country functions round the clock. Information regarding admitted patients can be obtained from the registration counter near Casualty.

3. MEDICLAIM SCHEME: The Government of Karnataka has launched the mediclaim scheme to help patients avail services that are not available at KAMS. Mediclaim certificates are issued to patients for treatment, based on the certificates issued by concerned departments as per the guidelines stated in the mediclaim notification issued by the government of Karnataka. The application should be made in the office of the Medical Superintendent.

4. ISSUE OF CERTIFICATES: The office of the Medical superintendent is the competent authority for the issue of certificates for sickness, leave, medical reimbursement, Medical Board examination etc. The list of such certificates and the fee for these services is mentioned in annexure one. The office has a fixed time frame for the issue of various certificates. However this is subject to the submission of all relevant documents.

5. COMPLAINTS AND GREVIENCES: We try our best to provide quality health care services in KIMS. However if these services do not meet your expectation or satisfaction, please do not hesitate to register your complaint with the Medical Superintendent. Suggestion/ complaint boxes are provided at various locations in the campus. You can also e mail your complaints to us. We will try to settle your grievances as soon as possible.

6. RESPONSIBILITIES OF THE USER The success of the charter depends on the support the hospital received from its users. The users need to understand the various constraints under which the hospital is functioning. Please do not create inconvenience to other patients. Please try to keep the hospital and its surroundings clean. The users are requested to use the facilities of the hospital with care. Kindly contact the reception counter for any clarifications. The hospital is a non spitting and non smoking zone. Please refrain from demanding undue favours from the staff and officials. We would appreciate your valuable feedback on the services provided at the KIMS. The feedback could be handed over to the office or sent to us on e mail.

Contact Information:

Feel free to contact us for further information:

Dean: Dr Gajanan H Nayak Phone:

Fax: 08382220364

E mail: directorkarwarmc@gmail.com

Medical Superintendent: Dr.Shivanand kudtarkar

Fax:08382220364

E mail: directorkarwarmc@gmail.com

Regional Medical Officer: Dr. Venkatesh R

Fax:08382220364

E mail: directorkarwarmc@gmail.com

Address:

Important phone numbers:

Dean: 08382226731, 08382226731.

Medical Superintendent: 08382226731

Casualty: 08382226319

Blood Bank: 08382226319

Mortury: 08382226319

KAMS exchange: 08382226319

Intercom facility is Available

We request your co-operation to help us serve you better.

Address:

Karwar Institute Of Medical Sciences and Hospital
M.G.Road.

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Uttara Kannada District,

Karnataka State .581301

-India

Website: www.kimskarwar.kar.nic.in