



SREE BALAJI MEDICAL COLLEGE AND HOSPITAL CITIZEN'S CHARTER



SERVICES OFFERED @ HOSPITAL AT A GLANCE

a) **PREAMBLE:**

Sree Balaji Medical College & Hospital serving mankind since 2003 with an aim to achieve global standard in Health care. It is located in 30.89 acres of green space at, No. 7 works road, Chromepet, Chennai,.Sree Balaji Medical College Hospital is a constituent college of Bharath Institute of Higher Education and Research (BIHER) with the futuristic environment for integrated teaching and excelling in Health care research.

Every academic year 250 undergraduate students are enrolled into MBBS course and 350 students in Postgraduate studies in all broad specialties' since two decades. The facility is an 1170 bedded tertiary care center with ultra modern equipments to provide excellent, quality and yet affordable medical care supported state of the art diagnostic equipments including 3T MRI, 128 slice CT Scan, Digital Mammogram, Advanced Cathlab and NABL Accredited Laboratory services.

The high quality of medical care catered today is built upon over years of dedications and devotions by in house physicians and world class Research Scholars involved in identifying the causes of and potential treatments for tropical disease. The tireless efforts of countless medical professionals have saved thousands of lives over the years from many life-threatening situations.

The vision of the Institute is to achieve the pinnacle in Health care for common man without compromising on quality and standards. Insights provided by medical research and the innovation of newer technologies today promise to lessen the impact of health issues including Congenital diseases, Cancer, heart ailments. As science continues to unveil the nuances of molecular biology that underpins pathophysiology of dreaded disease and the progression, we shall see profound changes in the treatment modality.

Bharath Institute of Higher Education & Research researchers are at the forefront in bringing the all new approach in medical knowledge. To capitalize on the advances that have been made in our understanding of disease, a majority of our research projects are translational in nature. Translational medical research seeks to take the medical discoveries that have been made in a laboratory setting and translate them into medical practices that can be used by physicians to improve the lives of their patients.

When unconditional support extended to medical research and scientist a futuristic method of medicine emerges. By bringing in partnership of individual and corporate donors, we are able to make significant headway in advancing medical knowledge and improving patient care at affordable cost.



ABOUT SREE BALAJI MEDICAL COLLEGE & HOSPITAL

Sree Balaji Medical College & Hospital (A constituent College of Bharath Institute of Higher Education & Research Declared under section 3 of UGC Act, 1956) is situated at 7 works road, Chromepet, Chennai. It is approved by Medical council of India and Ministry of Health and Family welfare, Govt. of India, New Delhi. This facility is in the heart of the city and easy access to the Railway station, bus stand and airport.

Sree Balaji Medical College & Hospital is a private, not for profit, self financing medical Institution, pledged to the service of the community, catering to the healthcare needs of the people in general and especially to the needy, underprivileged, suffering section of humanity in particular.

The College and Hospital complex has been raised in an area of 30.89 acres of green space, ideally located with salubrious surroundings. It is provided with state of art infrastructure in terms of its blocks of buildings, which include cozy, comfortable and well furnished departments, laboratories, classrooms for students, separate quarters for staff and nurses besides equipment of latest technological quality. The institution is backed by highly qualified and experienced staff, well equipped laboratories, library, and modern teaching aids.

At present, the hospital has 1170 inpatient beds with 15 state of art operation theaters and two minor operating rooms besides there are 50 intensive care beds with 24 hour hi-tech trauma care facility, 24hrs casualty, 24hrs Laboratory service with NABL accreditation, 24hrs Ambulance service, 24 hrs Blood Bank service with ISO Certificate serving a wide cross section of community, belonging to every economic segment of society

Free medical service is given to the poor and needy people. Separate rural and urban health training centers have also been established so as to impart field practice training to medical students and helping the needy people nearby and those in remote rural areas.

The college has emerged as a pioneer in the state of Tamil Nadu by providing medical and health care programs through internationalization, innovation in academic and research studies. The college offers undergraduate course in medicine (M.B.B.S), postgraduate degree (M.D/M.S) in 19 medical disciplines with 161 seats per academic year and Superspeciality course is DM (Neurology) course with two seats per academic year. The sanctioned annual intake to the M.B.B.S programme is 150 since 2013 – 2014 and 250 admissions per year from the academic year 2015-16.

b) OBJECTIVES:

The citizen's charter is an expression of the commitment of providing of health care facilities in timely manner to the denizens of SBMCH and its parental organization. The citizen's charter emphasizes on the fact that how important is the role of our valued patients is and makes an attempt to bring the institute closer to the patients. This charter not only provides information regarding the services available and rights of the patients but also simultaneously delves upon the responsibilities of patients.

c) MISSION:

SBMCH is dedicated to improve the general health and well being of the citizens of Chromepet and the needy patients who are coming not only from the nearby areas of Chromepet but also from far flung areas. SBMCH is now a well established centre of excellence for medical education as well as patient care and aims to achieve highest standards in education, research and patient care.



d) LOCATION:

Sree Balaji Medical College and Hospital
No. 7 Works Road, Chromepet, Chennai

- 100 meters away from Chromepet Railway Station
- 4.5 KM from International & domestic Airport
- 16 KM from Central bus terminals

e) CONTACT DETAILS

Address: Sree Balaji Medical College and Hospital
No. 7 Works Road, Chromepet, Chennai
Pin code - 600044

Telephone No: 044 – 42911000/044-22415051

Email: sbmc_h@yahoo.com

Website: www.sbmch.ac.in

f) SERVICES OFFERED

SBMCH is a non-profitable organization established to provide patient care to all the patients who seek medical help within its means of resources.

It provides training to medical graduates including post graduations thus enhancing research opportunities in the field of medical education among faculty and student community

HOW TO AVAIL THE SERVICES

On receipt of an outpatient consultation card for a particular service, the citizen can enroll himself in the concerned service and get the consultation in chronological order.

Any surgical service / specialty clinic service / Inpatient service is always routed through the concerned department after registration.

Separate counters for senior citizens and physically challenged at registration, pharmacy, Investigation and all services related areas.

We are offering medical services to all the OP & IP patients at free of cost with free food as well as free transportation at some areas where medical camps are organized by the hospital.

STANDARDS AND QUALITY OF SERVICE

All the above mentioned services are provided by well trained and experienced medical and paramedical professionals with state of art infrastructure and utmost sincerity. A quality control team is available for all the services which frames, monitors, implements and revises the quality of a particular service provided.



TIME FRAME FOR THE SERVICES

Emergency / Accident / 24 hrs Casualty Services - immediate

All out patient specialty clinics – 30 minutes

Surgical services

- Emergency – immediate
- Elective – In chronological order (maximum 1 week)

Biochemical laboratory service – 1 hr – 24 hrs - NABL ACCREDITATION

Pathology laboratory services

- Major histopathology - 3 days
- Minor histopathology – 1 day
- Smear and FNAC – 3 hrs

Microbiology Laboratory Services

- Smear study - 6 hrs
- Culture – 24 hrs – 36 hrs

II. STAFF DETAILS

Doctors can be identified by their white aprons, nurses with their light blue uniform and white saree and class IV with their brown shirt with institutions emblem on it.

Details of Staff	Category of Staff	
Doctors	· Consultants/specialists, · Professors, Asso.Profs., · Asst.Profs	· Senior Residents
	· Medical Officers	· Junior Residents
Nurses	· Matron	· Staff Nurse
	· Sisters	
Other Para Medical Staff	· Class III Employee	· Class IV Employee



III. SERVICES

The institute provides the following patient oriented services-

- Clinical Services
- Diagnostic & Blood Bank Services
- Cold storage for lodging the dead bodies Diagnostic, curative and preventive services

a. Clinical services: This includes outpatient, indoor patient & emergency services.

i) Outpatient Services: Outpatient departments are situated on the ground and first floor of hospital buildings.

OPD TIMINGS:

Weekdays (Monday to Saturday)		Sunday & Declared holidays
Morning	Afternoon	Holidays
8.00 A.M -1.00 P.M	2.00 P.M – 4.00 P.M	9.00 A.M -1.00 P.M

Registration Counters: Registration counters for all the specialties are situated on the ground floor, near by the main entrance gate. There are two counters for males and females separately

Process of Registration: The registration process is computerized. Each patient is being issued a case booklet with a unique patient number which can be used to avail services from any department/ section in SBMCH.

Registration Timings

Weekdays (Monday to Saturday)		Sunday & Declared holidays
Morning	Afternoon	Holidays
8.00 A.M -1.00 P.M	2.00 P.M – 4.00 PM	9.00 A.M -1.00 P.M

Registration Fee – no registration fee is charged from anybody

OPD's are conducted from Monday to Saturday in all departments by posting Doctors in rotation basis.

ii) Indoor Patient Services (IPD): Patients who need further treatment and investigations may be admitted as indoor patients. There are general wards, special rooms and intensive care units to serve the patients who require such services.



General wards

Unit	No. of Beds	Male & Female Beds	Location
General Medicine			
I	30	Male & Female	3 rd Floor- Block II
II	30	Male & Female	3 rd Floor - Block II
III	30	Male & Female	3 rd Floor - Block II
IV	30	Male & Female	3 rd Floor - Block II
V	30	Male & Female	5 th Floor- Block II
VI	30	Male & Female	5 th Floor- Block II
VII	30	Male & Female	5 th Floor- Block II
VIII	30	Male & Female	5 th Floor- Block II
Dermatology, Venerology & Leprosy			
I	40	Male & Female	4th floor Block I
II	30	Male & Female	4th floor Block I
Psychiatry			
I	30	Male & Female	2nd floor Block I



Respiratory Medicine			
I	30	Male & Female	3 rd floor Block I
I	30	Male & Female	3 rd floor Block I
General Surgery			
I	30	Male & Female	2 nd floor block II
II	30	Male & Female	4 th floor block II
III	30	Male & Female	2 nd floor block II
IV	30	Male & Female	2 nd floor block II
V	30	Male & Female	4th floor Block II
VI	30	Male & Female	4th floor Block II
VII	30	Male & Female	2 nd floor Block II
VIII	30	Male & Female	4th floor Block II

Ophthalmology			
I	30	Male	2nd Floor Block I
II	30	Female	4 th floor Block I
Oto-rhino-laryngology			
I	30	Male & Female	4th Floor Block I
Obstetrics & Gynaecology			
I	30	Obs & Gynae.	1 st Floor – Block I & II
II	30	Obs & Gynae.	
III	30	Obs & Gynae.	
IV	30	Obs & Gynae.	
V	30	Obs & Gynae.	
Paediatrics			
I	30	Male/ Female	Second floor- Block I
II	30	Male/ Female	Second floor- Block I
III	30	Male/ Female	Second floor-Block I
IV	30	Male/Female	Second floor-Block I

Special Rooms: Special rooms can be allotted as per the request of the patient and subjected to availability. There are single bedded rooms, sharing rooms and these are available without air conditioning facility. Charges are levied against the patient for various services provided to him/ her.



Intensive Care Units: SBMCH has facilities for critically ill adult, paediatric and neonatal patients. Intensive care units are well equipped with ventilators and other equipments.

Unit	No. of Beds	Department	Location
MICU	10	Medicine	3rd Floor/MDCCU
ICCU	5	Cardiology	3rd Floor cardio dept
RICU	5	TB and Chest	3rd Floor/MDCCU
SICU	5	Surgery	3rd Floor/MDCCU
PICU	5	Paediatrics	2 nd Floor /MDCCU
NICU	5	Paediatrics	1st Floor Block I OBG dept.
Dialysis unit	15	Nephrology	2nd Floor Nephrology dept.

Operation Theatres: 15 operation theatres with state of art facilities are available. (13 Major + 2 Minor)

Specialty	Major OT - Location	Minor OT-Location
General Surgery Inclusive of Neurosurgery & Cardiothoracic & Urology	5 OT – 3 rd floor –Block I	
Orthopaedics	2 OT – 3 rd Floor – Block I	
Ophthalmology	1 OT – Ground floor – Block I	
ENT	1 OT – 3 rd floor – Block I	
OBG	2 OT – 1 st floor – Block I	
Septic	1 OT – Ground Floor – Block I	
Emergency Casualty	1 OT – Ground floor – Block 1	1 OT – 1 st floor –Block 1
OPD		1 OT – Ground floor – Block I

Emergency Services: Emergency services round the clock on all days are available.

Casualty Services: Casualty has 30 beds, is well equipped with emergency drugs & life saving equipments. Fully equipped operation theatres are also attached to the casualty section. Casualty medical officer , resident doctors and nurses are available round the clock on all the days.

Ambulance Services: The hospital has round the clock emergency Ambulance services apart from 108 Ambulance services introduced by government. Ambulances are well equipped and the staff on the ambulance are trained in providing basic life support and shifting of the patient.

Diagnostic Services: SBMCH has well developed and advanced diagnostic (laboratory and imaging) services. These sections work round the clock, seven days a week, providing routine and emergency services.



Laboratory Services: This includes sections like Pathology, Biochemistry & Microbiology. · **Central Collection Centre:** SBMCH has a central collection centre on the first floor of the hospital near O.T.

Investigations	Patient	Timings	Room No.
Routine	OPD	8.00 A.M to 5.00 P.M	26
	Indoor	9.00 A.M to 5.00 P.M	26
Emergency		ROUND THE CLOCK	26

Procedure for OPD Patients: Patient first goes to lab reception located near Room. No.26 for fulfilling the requisite procedures. Thereafter he/ she is allotted a laboratory number after which they proceed to the collection centre (Room no 50)

Procedure for Indoor Patients: Exclusive staff (Lab technicians and Staff Nurses) have been provided for collecting the samples from the respective wards and proper investigations reports will be handed over to the attenders on emergency basis or otherwise handed over to the respective wards by the exclusive staff as above.

Pathology Division: Pathology sections of the central laboratory are located both in the hospital and medical college (Room No. 26 First Floor , I-Block).

Name&Location of Laboratory	Name of the Routine Investigations	Name of the Emergency Investigations
Routine Haematology RoomNo.26, 1 st Floor, 1 st Block.	CBC, MP, ESR, RC, G6PD, Sickling Test, Coagulation Profile, Blood grouping Hb-electrophoresis**	CBC, MP Blood grouping Coagulation Profile,
Clinical Pathology RoomNo 26, 1 st Floor, 1 st Block.	Urine-Routine Micro Stool-Routine Micro Fluid-Routine Micro	Fluid (CSF) (Routine Micro) Urine (Albumin & Sugar)
Histopathology & Cytology RoomNo 26, 1 st Floor, 1 st Block.	Biopsy , Autopsy, FNAC, PAP Smear	--

*(8.00 A.M to 5.00 P.M)// ** (once in a week)

Microbiology Division: Microbiology section of the central laboratory is located both in the hospital (Room no. 26) and medical college (First Floor, College Block).



Name of Laboratory	Name of the Routine Investigations	Name of the Emergency Investigations
Serology/ Immunology	ASO/ RA/ CRP/ Widal/ Typhidot/ Lepto	Routine serology in the Room no.26, 1 st Block, 1 st Floor
Bacteriology	Microscopy, CS	Routine serology in the Room no.26, 1 st Block, 1 st Floor
Virology	HBSAg, Dengue, Chikangunia, HCB, HIV	Room no.26, 1 st Block, 1 st Floor Routine serology in the
Parasitology	Stool of ova / cyst PF/ PV antigen	Room no.26, 1 st Block, 1 st Floor Routine serology in the
Mycology	Specimen for Fungs Microscopy, CS	Room no.26, 1 st Block, 1 st Floor Routine serology in the
Tuberculosis	Sputum for AFB and Routine CS	Room no.26, 1 st Block, 1 st Floor Routine serology in the

Biochemistry Division: Biochemistry section is located both in the hospital (Room No.26) and medical college (Research laboratory, First Floor , A Block).

Name of Laboratory	Name of the Routine Investigations	Name of the Emergency Investigations
Routine Laboratory 1 st Floor, 1 st Block	Blood glucose, urea, blood urea nitrogen, serum Creatinine, SGOT, SGPT, alkaline Phosphatase, total protein, albumin, globulin, A/ G ratio, total bilirubin, direct and indirect bilirubin, serum cholesterol, triglycerides, HDL cholesterol, LDL cholesterol, VLDL cholesterol, Acid Phosphatase, LDH, calcium, phosphorous, uric acid sodium, potassium, chloride, blood glass analysis, CPK and CPK-MB, cholinesterase, CSF-protein, sugar , 24 hours urinary protein, ascetic fluid, synovial and pleural fluid- protein, magnesium, amylase, Acetone	Blood Glucose, Ur ea, Blood Ur ea Nitrogen, CPK, CPK- MB, Acetone, Bilirubin, Electrolytes, Amylase, Cholinesterase, Calcium, Blood Gasses , CSF-protein and sugar
Special Investigations	T3, T4,TSH Vitamin B12 Vitamin D Prolactin LH, FSH	--



Other Laboratory Services: This includes-



Name of Laboratory	Samples	
	OPD (8A.M to 5 A.M)	Indoor (Round the clock)
Tests for Malaria Parasite) (Room-26)	Collection of samples & preparation of slides	
	Examination of slides	
	Accepted and examined by Pathology Dept	
ICTC 27A	HIV testing (If positive refer to ART center , RNTCP center and STD clinic)	
ART 27B	For CD4, samples are collected and send for analysis to the GMC, Sur at. Report available at ART center after two days. For routine investigations patient is sent to central collection center (room No. 26). In case of advise of radiological investigations patient is referred to Radiology Department 29	
RNTCP (Room 27 C)	Sputum samples for consecutive days are collected. If TB health officer advises for other investigations the patient is sent to radiology, pathology sections	

Imaging Services (Radiodiagnosis): SBMCH has a state of the art radiodiagnosis department. The department is located on the ground floor of the hospital near the OPD registration. The following investigations are done here:-

MRI	CT Scan
Digital X-Ray	USG
USG with Colour Doppler (3D & 4D)	OPG
Elastography - ARFI	Mammography
C.R., D.R with 3 work stations & 2 cameras	IITV with D.S.A. with image memory & Record

Procedure for OPD Patients: The patient first goes to Radiology reception room no.30 for fulfilling the requisite procedures. Thereafter he/ she is allotted an identity/ department number, after which he/she proceeds to the concerned section of the radiology department for the investigation.

Procedure for Indoor Patients: The relative/ attendant of the patient first fulfils the departmental procedures at radiology reception room no.30. Thereafter , the patient is sent to the concerned section of the radiology department for the investigation. In case of immobility of the patient there is provision of carrying out the X-r ay/ USG at bedside (in the wards) itself using portable machines.



Location	Name of the Investigations	
	Routine	Emergency
Room No.30-A	X-r ay	X-r ay
Room No.30-B	USG	
Room No. 30-C	CT/ MRI	
Room No. 30-D	Mammography & DSA	

Blood Bank Services: SBMCH has ISO licensed blood bank with the facility of blood components. It is situated in the first floor of hospital and just opposite to the laboratory services departments. It has facilities for the voluntary blood donation. The blood bank keeps the buffer stock of blood units of different groups to supply the hospital whenever is required. Issuance of blood is subject to the following conditions:

The relative/ attendant has to donate the blood against the requirement or in case of unwillingness of blood donation has to fulfil the following procedure:

Category of Patient	Charges
Patients admitted in SBMCH	
With card/ voluntary donation:	Rs. 75 for unit
Without card:	Rs.150 for unit
Patients of other hospitals:	
With card/ voluntary donation:	Rs.150 for unit
Without card:	Rs.300 for unit

NB: SBMCH blood bank arranges frequent and regular blood donation camps and motivates people to donate blood to save life.

Mortuary: Mortuary is located as a separate autopsy block behind the college building.

Procedure for receipt of dead bodies from the SBMC hospital (Non-MLC cases):

In conditions where the relatives of the deceased wish to keep the body in cabinet for 1-2 days, after entry into the register in the casualty and completing the requisite procedures, an identification tag is applied on the left forearm of the deceased and the body shifted to the available cabinet and the number of the cabinet is given to the deceased relatives.



Procedure for receipt of dead bodies from the SBMC hospital (MLC cases)

If the body is brought dead to the casualty or in case if the patient dies in the hospital, the concerned police station is informed and the information is registered in the casualty. In case when the police come with the dead body and the inquest then after registration in the casualty, an identification tag is applied on the left forearm of the deceased and the body shifted to Chromepet General Hospital post mortem examination room for conducting post mortem examination.

Procedure for receipt of dead bodies of unknown person from the SBMCH hospital:

In case of death of the unknown hospital admitted patient, the concerned police station is informed if it is known, otherwise the nearest Chromepet police station will be informed for medico legal examination and further needful action.

Central Pharmacy: The pharmacy section of SBMCH is located in the ground floor near the main entrance and in the vicinity of various OPDs and near the main gate and is involved in the supply of medicines to the patients. The policy of the institution is to make availability of all essential drugs for reasonable cost. A few medicines are also distributed free of cost in the free drug counter located just opposite to the pharmacy near the main entrance.

Enquiries and information: There is an enquiry counter near the main entrance of the hospital during the OPD hours. Counter located in the casualty functions round the clock. Information regarding admitted patients can be obtained from the enquiry counter. Signboards are available at various junctions showing the directions.

Cafeteria facilities: Canteen facilities are available in the college campus in the vicinity of the entrance of hospital.

Issue of certificates : Resident Medical Officer (RMO) issues the sickness certificate, certificate for mediclaim, death certificate etc. We have a separate wing for the Tamil Nadu health scheme with a govt Liason officer. The office is located on the ground floor of the hospital building near the lift.

Parking: Parking facilities are provided for visitor s within the campus.

Details of grievance redress mechanism and its access :

A Grievance Redressal Cell (GRC) was established in Sree Balaji Medical College and Hospital in 1999. It is working under the chairmanship of The Dean, Medical Superintendent, Resident Medical Officer, a Member Secretary and Public Relation officer. The names, address and phone number of the Chairman & Member Secretary of GRC are installed in the hospital premises and all public areas. The Complaint/Suggestion Boxes are installed on strategic public locations inside the hospital.

The Complaint/Suggestion Boxes are opened weekly in the presence of Public Relation Officer. The complaints or suggestions received in the boxes or through M.S.Office are registered and acknowledged



to the applicant, if the complete address is available even if no addresses given, these complaints / suggestions are examined in the weekly meeting of GRC under the chairmanship of the Dean. The follow-up actions on the pending complaints / suggestions are also discussed in the weekly meeting. The action taken on the Complaint/Suggestions are informed to the applicant. On an average 7-8 Complaint/Suggestions per month are received in the GR cell.

Also there is a system of instant Grievance Redressal where if patient approaches in GR Cell located at the MS Office on the ground floor of the Main block and necessary assistance is given to him to take instant remedial measures by the attending staff, or if required the intervention of members or Chairman is also done for the same.

Name with Telephone numbers of Officers:

The Chairman:

Dr. W.M.S. Johnson (Dean) Ph: 044- 22415051,42911000, 98412 01965

Members :

Dr. P. Sasikumar (Medical Superintendent) Ph: 92821 13188

Dr. D. Sridharanarayana (Professor of ENT) Ph: 98840 88573

Dr. M. Thamizharasi (Resident Medical Officer) Ph: 98424 33488

EXPECTATIONS FROM THE PATIENTS AND COMMUNITY

1. Co-operation from the patients for waiting time
2. To maintain cleanliness in the hospital
3. Immediate redressal of their grievances