

AL FALAH SCHOOL OF MEDICAL SCIENCE AND RESEARCH CENTRE AND

AL FALAH HOSPITAL.

VILLAGE DHAUJ, DISTRICT FARIDABAD, HARYANA

CITIZEN CHARTER



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Introduction: Al Falah University Faridabad-121004. Haryana, is a Private University by an act 21 of 2014 of Haryana Legislative Assembly and Recognised by UGC u/s 2(f) &12(B). **AL FALAH CHARITABLE TRUST** and its chairman Mr Jawad Ahmed Siddiqui , envisioned establishing medical college & hospital in Dhauj Faridabad, Haryana, India with an aim to provide access to basic & advanced medical care to rural, poor & disadvantaged population in an atmosphere of love and compassion. Availability of medical facilities in unreached area is of importance in achieving goal of Universal Health Care. It shall be our endeavour to provide quality in medical, paramedical, nursing and allied healthcare education. In addition we strive to provide compassionate and excellent hospital services with state of the art facilities for the betterment of the humankind in tune with the holistic values of the institution.

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 Charter seeks to provide framework which enables our users to inform about Al Falah School of Medical Sciences & Research Centre & Al Falah Hospital:

- The Services available in our hospital.
- The quality of services users are entitled to.
- That means through which complaints regarding denial or poor quality of services will be redressed.
- The means by which the quality of the services can be enhanced.

ABOUT AL FALAH SCHOOL OF MEDICAL SCIENCE AND RESEARCH CENTRE AND AL FALAH HOSPITAL

Al Falah School Of Medical Science & Research Centre and Al Falah Hospital bring together a dedicated team of Physicians, Nurses, and other healthcare professionals to provide the highest standards of medical treatment. Our extensive infrastructure comprises of six modern operating theatres, 300 beds, including comprehensively equipped intensive care beds.

MISSION

The institute' s mission is – TO REACH THE UNREACHED - to provide outstanding and affordable medical care in a patient friendly environment and in a spirit of compassion to all, regardless of race, caste, religion etc. Al Falah Medical College is an organization dedicated to establishing a center of excellence in health care and improving the well-being of the community through quality programmes of preventive medicine, medical education and research

LOCATION

Al Falah School Of Medical Science & Research Centre and Alfalah Hospital are located at, village Dhauj, Faridabad, Haryana – 121004, India.

CONTACT US

AL FALAH SCHOOL OF MEDICAL SCIENCE & RESEARCH CENTRE
VILLAGE DHAUJ, FARIDABAD, HARYANA – 121004, India.

Phone:0129-2400600

Fax:0129-2400601

Email: infoafset@gmail.com

Visit us at:<http://alfalahmedical.org>

STANDARDS OF SERVICE:

- We provide comprehensive medical care to all patients who come to our hospital matching the world class standards of treatment & Care at an affordable cost.
- Train the medical students and nursing students.

ENQUIRIES

Signages are available in bilingual language throughout the campus both externally & internally in all buildings to assist and guide any person caring to the medical college & hospital to reach the right place.

Enquiries counter exist at the reception (ambulatory entrance and main entrance)

Telephone nos. of central enquiry – 91-9540303395,9818834908, 9599292036

Public Relation officer helps the patient at the OPD entrance.

Hospital enquiry hotline works round the clock. Phone No: 0129-2400600.

CASUALTY AND EMERGENCY SERVICES:

The Accident & Emergency services are provided in the hospital 24/7 on all days. Casualty Medical Officer and resident Doctors are available 24 hrs on all days. Duty Doctors are available on call round the clock in all basic specialties.

There are 25 beds in the emergency room including 5 critical care beds. Emergency Cases are attended promptly. All the items required are made available during mass casualties. 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

The hospital has a fleet of fully equipped ambulances. A team of trained and dedicated medical professionals, Emergency Technicians, 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 Al falah hospital. This facility is available 24 hours a day, on all days.

OUTPATIENT DEPARTMENTS:

- Timings (Monday to Saturday): 9 AM to 3 PM
- Sundays & Holidays: No OPD only emergency case.
- Every outpatient seeking treatment at the hospital is registered and given a MRD no prior to the consultation.
- A case sheet generated electronically for recording history, symptoms, diagnosis and treatment is being provided.

DEPARTMENTS

- ✚ Anaesthesiology
- ✚ Dermatology
- ✚ Ophthalmology
- ✚ Emergency
- ✚ Orthopaedics
- ✚ ENT
- ✚ Pediatrics
- ✚ General Surgery
- ✚ Psychiatry
- ✚ Obstetrics & Gynecology
- ✚ Neonatology
- ✚ Internal Medicine
- ✚ Radio-Diagnosis

LABORATORY SERVICES

- Biochemistry
- Hematology
- Histopathology
- Cytology
- Clinical Pathology
- Serology
- Immunology
- Virology
- Parasitology
- Tuberculosis
- Blood Bank

COLLECTION OF SPECIMENS

- 9 A.M. to 3 P.M.
- Sundays & Holidays : Emergency Cases only
- In case of Emergency the specimen collected round the clock.

Reliability and promptness of laboratory results is ensured as tests are done by automatic machines with quality assurance . Reports are made available within the shortest possible time.

BLOOD BANK

A licensed blood bank is available in the hospital to cater to the requirements of the patients. Operates 24/7 and caters to external request also. Blood tested for HIV, HBV and HCV, syphilis, ABO, Rh etc. Blood Component separation facility available (Concentrate Human RBC, Fresh Frozen Plasma & Platelet concentrate etc.)

Blood donation camps are held on Tuesday and as requirement basis.

EQUIPMENT AND FACILITIES

The Hospital has the following services available:

- Major & Minor Operation Theaters
- Accident and Emergency
- ICU
- ICCU
- MCU
- PICU
- SICU
- Ventilators

MEDICINES & CONSUMABLES:

Hospital pharmacy department is located in the hospital premises which functions 24 x 7. Medicines and surgical consumables required for the treatment are provided by in-house pharmacy.

VISITING HOURS:

Visiting hours in the hospital have been fixed

Sunday & Holidays

Morning :11AM TO 1 PM

Evening: 5 PM TO 7 P.M.

PATIENT ATTENDANTS PASS

To provide care & treatment to patients in a quiet, peaceful and tranquil environment, 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. For female patients only female attendant is allowed in the inpatient wards. Attendant passes are issued from IP admission counter at the time of patient admission.

CASH & VALUABLES:

It is not advisable to bring large sums of money or valuables into the hospital. At the time of admission the valuables with the patients are handed over to the relative of the patients. The hospital does not accept responsibility for loss or damage of personal possession.

OTHER SERVICES & FACILITIES:

- Wheel Chairs and stretchers are available free of cost on request in the hospital.
- Lifts are available for access to higher floors.
- There is a stand-by- generator to cater to emergency services in case of breakdown of electricity
- Public Telephone Booths are available at various locations in the hospitals.
- Adequate drinking water and toilet facilities are available

ATM

ATM's of Axis & Union Bank of India are available at the exit of the main gate of college campus

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 functioning under PRO. Every grievance will be duly acknowledged.

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.
- Please refrain from demanding undue favours from the Staff and officials

Smoking

Al Falah Campus 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 patients 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.