

Citizen Charter, Raichur institute of medical sciences, RIMS Raichur

Namaste,

Welcome to Raichur institute of medical sciences, RIMS Raichur. At RIMS and Rajiv Gandhi Super Specialty hospital(RGSSH), we are proud to say that we are now able to provide some of the major super-specialty services like Cardiology, Nephrology, Endocrinology, Neurosurgery, Urology, Plastic Surgery and Paediatric Surgery. We are dedicated to improve the services we are offering.

In this section we are providing information about:

General information, Services available in this hospital, Citizen Responsibilities, Complaint and Grievances.

General Information

RIMS Hospital and College is an Autonomous Institute having a singular aim of providing the best medical services to whoever is seeking irrespective of caste, creed, and color. It is one of the biggest government hospitals in north Karnataka with 520 Beds in RIMS & 350 Beds in RGSSH hospital. Here around 160 doctors, 300 nurses, lab technicians, teaching and Non teaching staffs are involved in providing unmatched quality service.

Location:

Raichur Institute of Medical Sciences.

Hyderabad road, Raichur -584102.

Karnataka, India.

Land Mark	: Situated on Hyderabad road
Nearest Bus stand	: Local city buses come inside the hospital campus. : Regional bus stand is 4 km away from hospital
Nearest Railway Station	: Central railway Station, 6km from the Hospital.
Nearest Air Port	: Hyderabad Airport, 200 Km from the Hospital.
Number of Beds	: 520 (RIMS) & 350(RGSSH)
Doctors	:160
Nurses	: 300

Enquiry and Information about Hospital

Control room : 08532-238512

Casualty Emergency : 08532-238512

Timing of OPD

In all week days : Morning 9 am to 1 pm.

: Afternoon 2 pm to 4 pm.

Sunday and Holidays : Morning 9 am to 1 pm.

Timing of Others : Hospital, Casualty and emergency departments work
24 hours a day.

Timing of the Testing Labs:

In hospital for patients examinations there are various labs working. The timing is as mentioned.

Emergency Labs : 24 hours a day.

Other Labs : Morning 9 am to 4 pm on all working days.

: Morning 9 to 1 pm on Sundays and holidays.

Information Availability

Information map providing the details about the Institute is put in central place of the institute. Guideline Map and other details are written in different colors at OPD and other inner places of the hospital. There are information centers in Emergency Division and inside hospital. There is control room in Emergency section providing 24 hours service. Telephone no is 238512. Emergency and Casualty Service facilities - 24 hours a day this section is operational. Doctors are available on all days 24 hours. Also Special Services section like Surgery, Orthopedic, Child division, Female division, ENT & Eye, you can find doctors giving treatments 24 hours. Any issues arising out of respective divisions will be handled by head of that particular unit. Emergency and casualty will get due priority.

Services Available:

Services Available

1. Outpatient Department Treatment.
2. In patient Treatment.
3. Various lab testing services
4. X-ray, ECG, Ultrasound, physiotherapy, ICU, ICCU facility
5. Casualty and emergency services
6. Urology, diabetics,
7. AIDS disease prevention center services.
8. 24 hours blood bank, blood component separation unit, dialysis, and artificial limb fitting services(jaipur foot).
9. In case of requirement ,for all patients help, hospital has ambulance, wheel chair .
-lift, generator, telephone and other facilities as per public utility available.
10. NCD Clinic (Non Communicable Diseases Clinic) e.g. Hypertension, diabetes.
11. C & DST Lab (Culture & Drug Susceptibility testing Laboratory) for Tuberculosis
12. Thalassemic clinic
13. Pain clinic at department of anesthesia

Working of OPD

Registration of all patients attending to OPD is done and a OPD slip is given to them. On this slip each of the division's doctors will write the nature of disease, diagnosis, different tests to be conducted and treatment given. On every division's entry there will be details showing the timing, team details etc.. are documented.

Majority of these services are available in all working days of the week from morning 9 am to 1 pm and from 2 to 4 pm. On Sundays and holidays, the OPD service is available between 9 am to 1 pm and emergency services afterwards. Similarly in OPD there is center for prevention of communicable disease. Here as per universal immunization programme - vaccines are provided to children all days free of cost. In dept of OBG, counseling is done for post natal mother regarding spacing methods and contraceptive programs.

InPatient Treatment

For patients admitted to common wards, required treatment is provided and a balanced diet like milk, bread, banana and free food are given. Visiting timing is fixed for attenders of patients. Doctors and nurses will be working 24 hours, for any medical assistance patients can ask the concerned nurses. There is recognized blood bank which is supplying blood and blood components for the patients in need.

Available Equipment and Services:

- Diagnostic services like ECG, TMT, X Ray, Ultrasound, and CTscan.
- Critical services units like ICU,ICCU,SICU,PICU,GICU.
- Physiotherapy
- For disabled, artificial limb fitting (jaipur limb) facility is being provided with the assistance from DDRC.
- Superspeciality services in RGSSH hospital like Cathlab, dialysis, plastic surgery, neurosurgery, paediatric surgery available.
- Other services for public utility like to move patients from one section to other section for treatments; hospital has wheel chair, stretcher and lifts working all the time.
- One hospital canteen is there to provide food and other items at discounted rates.
- For nominal fees the hospital provides ambulance service with two of the vehicles reserved. Any time of the day citizens can use this facility by calling on 238512
- In case of power failure there is adequate generator support to run emergency Services.

Complaints and Grievances:

- For such a big hospital and college vowing to extreme patient load and limited resources, citizens may find lack of service in some sections.
- In this situation citizens may submit their complaint and grievances to CMO/RMO, Nursing Superintendent RIMS , Medical Superintendent RIMS, Director RIMS.
- OPD complaints will be looked after by OPD doctors. And other hospital related complaints are addressed by local Medical Officer.
- RIMS administration take up the complaints to improve the quality of service.
- In this regard there are complaint boxes provided near Medical Superintendent chamber and inside hospital.

"If you like our service send others, else tell us"

Citizen Responsibilities:

- Citizen has some responsibility to keep the Hospital and surrounding clean.
- There are around 1000 patients visiting this hospital every day, and in that around 100 patients get admitted. For such a big hospital to be clean and germ free, needs citizen's cooperation.
- Do not spit in hospital and surrounding area and maintain cleanliness.
- Do not smoke in public area and in campus.
- Do not throw the garbage, toilets are to be properly used and flushed.. Use the water wherever needed and don't waste water.
- Kindly do not call the doctors and other medical team for unnecessary reasons.
- Any constructive criticisms are accepted to improve the services.