

Shri Vinoba Bhave Civil Hospital

CITIZEN'S CHARTER

Type of Institute	:Government
Address	:U.T. of Dadra & Nagar Haveli, Silvassa.
Medical Superintendent	:Dr. V. K. Das
Phone number	:0260 – 2642940
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E-mail Address	: <i>svbch.sil@gmail.com</i>
Nearest Railway Station	:Vapi

Our Motto

Every Poor Deserves the Best

Our Mission

- Providing healthcare of unsurpassed quality.
- Adherence to professional & scientific integrity.
 - Exceeding service expectations.
- Embracing change & scientific innovation.

Our vision

To provide quality healthcare to the community as a whole, irrespective of caste, class & culture & making distant possibilities into today's realities.

Values

- Empathy to patients
- Ethics in working
- Honesty to self
- Safety to everybody
- Excellence in performance
- Improvement in everything possible

Patient's Rights in the Hospital

1. Receive high quality health care appropriate to the Patient's need and consistent with the scope of the hospital.
2. Receive considerate care regardless of race, gender, ethnicity, religious beliefs or age.
3. Know the name of the Clinician who has the primary responsibility for patient's health care.
4. Receive information about the illness that patient is suffering from, treatment and diagnosis.
5. Get Patient's health related queries answered.
6. Get educated about medication, diet, prevention and other aspects of the disease process including unanticipated outcome of the treatment, when appropriate.
7. Have privacy and confidentiality during examination or treatment.
8. Get assurance on confidentiality of medical records.
9. Refuse or allow release of information related to patient's medical records.
10. Request second opinion about the diagnosis or plan of treatment.
11. Be involved in the decision making process related to patient's treatment or care plan.
12. Refuse a recommended treatment to the extent permitted by law and be informed about the medical consequences of the refusal of the treatment.
13. Ask for complete explanation in case if patient is required to be transferred to another facility, including alternatives to such transfer.
14. Give or refuse consent to participate in medical research whenever such medical research is being conducted in the hospital. If patient is willing to participate, informed consent will be obtained from the patient.
15. Refuse or discontinue participation in medical research even after giving consent. In such case, patient will be educated about the consequences of discontinuation if any,
16. Be protected from physical abuse or neglect during when patient is admitted in the hospital.
17. Lodge a complaint and be made aware of the process of Complaint Redressal.
18. Receive first aid treatment in the event when required treatment facilities are not available with the hospital. In such event, hospital will give all possible help in transferring of patient to other hospital where required treatment is available.

Service Available & Not Available in Shri Vinoba Bhave Civil Hospital

Services	Available Services	Not Available Services
Super Specialties	<ol style="list-style-type: none"> 1. Cardiology 2. Cardio-thoracic and Vascular Surgery 3. Gastro-enterology 4. Surgical Gastro-enterology 5. Plastic Surgery 6. Electrophysiology 7. Nephrology 8. Urology 9. Neurology 10. Neurosurgery 	<ol style="list-style-type: none"> 1. Oncology 2. Endocrinology/Metabolism 3. Medical oncology 4. Surgical oncology 5. Radiation oncology 6. Nuclear Medicine Specialist

Services	Available Services	Not Available Services
General Specialties	<ol style="list-style-type: none"> 1. General Medicine 2. General Surgery 3. Obstetric & Gynecology Services 4. Family Planning services like Counseling, Tubectomy (Both Laparoscopic and Minilap), NSV, IUCD, OCPs, Condoms, ECPs, Follow-up services 5. Pediatrics including Neonatology and Immunization 6. Emergency 7. Critical care/Intensive Care (ICU) 8. Anesthesia 9. Ophthalmology 10. ENT 11. Orthopedics 12. Radiology including Imaging 13. Psychiatry (On Visiting basis) 14. Geriatric Services 15. Health promotion and Counseling Services 16. Dental care 17. Dermatology and Venereology (Skin & VD) 18. Radiotherapy 19. Allergy 20. Physical Medicine and Rehabilitation services 21. Tobacco Cessation Services 22. Dialysis Services 23. District Public Health Unit 24. DOT Centre 25. AYUSH 26. Integrated Counseling and Testing Centre; STI Clinic; ART Centre 27. Disability Certification Services (28. Services under Other National Health Programmes 29. Post-Partum Unit with following services in an integrated manner 30. Post Natal Services 31. All Family Planning services i.e Counseling, Tubectomy (Both Laparoscopic and Minilap), NSV, IUCD, OCPs, Condoms, ECPs, Follow up services 32. Safe Abortion Services 33. Immunization 34. Lithotripsy 	

Services	Available Services	Not Available Services
Diagnostic and other Para clinical Services:	<ol style="list-style-type: none"> 1. CT-Scan 2. MRI 3. Echocardiography 4. Occupationaltherapy 5. Laboratory services including Pathology and Microbiology 6. Designated Microscopy Centre 7. X-Ray, Sonography 8. ECG & EEG 9. Endoscopy 10. Blood Bankand Transfusion Services (Supported by Red Cross) 11. Physiotherapy 12. Drugs and Pharmacy 	<ol style="list-style-type: none"> 1. Blood Bank with all allied facilities 2. NCV 3. EMG 4. VEP (visual evoked potential) 5. Muscle Biopsy 6. Angiography
Services	Available Services	Not Available Services
Ancillary and support services	<p>Following ancillary services shall be ensured:</p> <ol style="list-style-type: none"> 1. Medico-legal/post mortem 2. Ambulance services 3. Dietary services 4. Laundry services 5. Security services 6. Waste management including Biomedical Waste 7. Central store 8. Maintenance and repair 9. Electric Supply (power generation and stabilization) 10. Water supply (plumbing) 11. Heating, ventilation and air-conditioning 12. Transport Service 13. Communication 14. Medical Social Work 15. Nursing services 16. CSSD - Sterilization and Disinfection 17. Horticulture (Landscaping) 18. Refrigeration 19. Hospital Infection Control 20. Referral Services 21. Counseling services for domestic violence, gender violence, adolescents, etc. Gender and 	

	<p>socially sensitive service delivery be assured. (Integrated Counseling and Testing Centre-ICTC)</p> <p>22. Telemedicine</p> <p>23. 24x7 ambulance with advance life support systems</p>	
Services	Available Services	Not Available Services
Administrative services	<ol style="list-style-type: none"> 1. Finance 2. Medical records 3. Procurement & Tender 4. Establishment Department 5. Housekeeping and Sanitation 6. Education and training 7. Inventory Management 8. Hospital Information System 9. Grievances Redressal Services 	
Services	Available Services	Not Available Services
Others	<ol style="list-style-type: none"> 1. Services under various National Health and Family Welfare Programmes. 2. Epidemic Control and Disaster Preparedness 3. Integrated Disease surveillance, epidemic investigation and emergency response 	

Timing for OPD Services

OPD services are available on all working days excluding Sundays and Gazetted Holidays.

OPD Timings – For General OPD

Monday to Friday :- 08.00.am to 01.00 am and 02.00 pm to 05.00 pm
Saturday:- from 08.00 am to 01.00 pm

For Specialist OPD

Monday to Friday :- 09.00.am to 01.00 am and 03.00 pm to 05.00 pm
Saturday:- from 09.00 am to 01.00 pm

OPD No. 5

Everyday 08:00 am to 11:00 pm

Implemented National Programmes

1. Reproductive, Maternal, Newborn, Child and Adolescent Health (RMNCH+A)
2. National Vector Borne Disease Control Programme (NVBDCP)
3. Revised National TB Control Programme (RNTCP)
4. National Leprosy Eradication Programme
5. National Tobacco Control Programme
6. Prevention & Control of Non-communicable Diseases
7. National AIDS Control Programme
8. National Mental Health Programme
9. National Iodine Deficiency Disorder Control Programme
10. National Programme for Control of Blindness
11. National De-worming Programme

Implemented Schemes

- Janani Suraksha Yojana
- Paripakwa Mata Bal Niyojit Yojana
- Save the Girl Child
- Janani Shishu Suraksha Karyakram
- Saneevani Swasthya Bima Yojana