

MANUAL-14

Norms set by it for the discharge of its functions

To provide timely and best possible health care services to the incoming patients.

- All the patients coming to the OPD shall be examined as early as possible and in time.
- Patients requiring immediate attention will be given priority.
- All medicines and injections will be provided by the hospital free of charge.
- Indoor patients will be attended to without any delay.
- If the patient needs specialized care, he/she will be taken to higher institution in ambulance with due care and accompanied by doctor/nurse.
- All staff will be courteous with the patients and show due respect.
- All available investigations will be done in time and as early as possible.
- Patients' satisfaction is at the heart of all staff working in the hospital.
- Any complaint by patient or his/her relatives shall be attended to immediately and remedial measures will be taken as required.
- Nursing care will be provided with utmost care.
- The hospital is run as per MCGM policy enforced from time to time.
- Very poor patients who cannot afford the minimum charges will be given aid from Poor Box Charity Funds.