

Basaveshwara Medical College Hospital and Research Centre

Citizen charter:

This charter intends to provide a frame work, which enables our users to know:

- The services available in this hospital.
- The quality of services they are entitled to and the means through which complaints regarding denial or poor quality of services will be redressed.

Salient Features of Basaveshwara Hospital's Citizen Charter

Standards of Services: This is a Tertiary level Medical College Hospital. It provides medical care to all patients who come to the hospital.

Total number of doctors: 208

Total number of staff nurses: 368

Total number of beds: 591

Casualty and Emergency Services:

Timings: 24 hours, all days.

Casualty Medical Officer, Resident doctors and Duty doctors are available 24 hours all days.

Emergency Operation Theatre is available on a regular basis round the clock.

Out Patient Departments

The OPD timings are from 9.00 a.m. to 5 p.m. Sundays & Government Holidays: 9.00 a.m. to 1.00 p.m. and Registration of patient is round the clock. Every Out-patient seeking treatment at the hospital is registered and issued an OP Card for recording symptoms, diagnosis and treatment that will be provided. Boards indicating the unit on duty on various days are displayed in the hospital and also in the respective OPDs.

Speciality Clinics are held in the Hospital on specified days and time, the details of which are displayed in the respective Departmental OPDs.

Facilities available in the hospital

- Intensive care facilities (Intensive medical, respiratory care facilities, neonatal and paediatric Intensive care facilities, surgical intensive care, intensive cardiac care facilities)
- Casualty department and Emergency services
- Out-patient and In-patient facilities
- General Medicine
- General Surgery
- Urology
- Orthopaedics
- Obstetrics and Gynaecology
- Paediatrics
- Dermatology, Venereology and Leprosy
- ENT
- Ophthalmology
- Respiratory Medicine
- Psychiatry
- Physiotherapy
- Dialysis unit
- Pharmacy 24x7 available
- Laboratory facilities (Biochemistry, Pathology and Microbiology) 24x7 available
- Radio diagnostic facilities: CT, MRI, X-ray, Mammography, Ultrasound, Doppler.
- Eye donation facilities
- Inpatient services, Ventilator support
- Child guidance clinic
- Blood bank 24x7 available
- Ambulance, ICU ambulance facilities

Insurance Scheme services available at the hospital

1 Police Arogya Bhagya

2 Ayushman Bharath- Arogya Karnataka

3 ESI

4 ICICI Lombard

5 Mediassist

6 Mukhyamantri Santwana-Harish Yojane

Enquiry and Information about Basaveshwara Hospital

Telephone numbers:

- Basaveshwara Hospital Reception: 7022457279
- Laboratory: 7337844054
- Blood Bank: 7337844068
- Casualty: 7337844058

- Enquiry counters & help desks also exist in the Hospital reception counters where one can enquire and seek help in case of any problem.

Basaveshwara Medical College & Hospital Outreach Health Centres are present at:

- Urban Health Centre at Aiyannanapete, Chitradurga
- Yelagodu Primary Health Care Centre, Yelagodu, Chitradurga

Responsibilities of the users

- 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. On an average more than 1200 patients attend the OPD and casualty everyday and more than 600 patients are treated daily in the in-patient wards, casualty and emergency wards.
- Please do not cause inconvenience to other patients by crowding or making noise unnecessarily.
- Please help us in keeping your hospital and its surrounding clean.
- Please use the facilities of this hospital with care and do not damage/spoil hospital property.
- The entire Hospital is a “No Smoking Zone”. Please do not smoke.
- Beware of Touts & unauthorized persons. Don't indulge in any money transactions with them.
- Please refrain from demanding undue favour from the staff and/or officials as it encourages corruption.
- Please provide useful feedback and constructive suggestions. These may be addressed to the Hospital Management.
- Give priority and regards to senior citizens and females
- Please Maintain Silence in the Hospital