

## **EMERGENCY SERVICE**

An emergency service for Acute Cardiac (Acute Heart patients) and Acute Brain Stroke patients has been started since October 2011. All emergency services are provided free of cost. These emergency services are available round the clock on all days including Sunday and Holidays. Emergency ward has two triage beds and there is a 12 bedded ICU with all the modern medical facilities

**Location:** Ground Floor, Block D, G. B. Pant Hospital, Entry from Gate No.6

**Contact No:** 011-23237253. 011-23233001- Ext 5701, 5702

**OPD services [Daily except Sundays & Holidays]:**

**Entry from Gate No: 7/8**

- Inquiry main reception Gate No-6
- Wheel Chair Room No: D-Block near D-B Gate.
- Patient's attendant is given wheel chair/ patient's trolley for use in OPD.
- Identity card/ driving license/ election card is kept as security.
- Identity card/ driving license/ election card are returned back when the wheel chair/ trolley is brought back to D-Block near D-B Gate.
- Pharmacy (Medical Distribution): Counter No: 1 to 9 (1st to 3rd floor D-Block)
- Psychiatry OPD: - Room No 04, Old OPD building.
- Psychiatry pharmacy: -Pota cabins, opposite gate No 8 old pharmacy.

**Morning OPD:** (Monday to Saturday)

**New Registration Timings:**

- Monday to Saturday 8.30 - 11.00 AM.

**Old Registration Timings:**

- Monday to Friday 8.30 - 12.00 AM.
- Saturday 8.30 to 11.30 AM.

**OPD Timings:** Daily OPD 9.00 A.M. To 1.00 P.M

Specialty	Location & Details	Registration Counter Number and location
Gastroenterology OPD	Room No - 234, 239 2nd floor	2 <sup>nd</sup> Floor D-Block
G.I Surgery OPD	Room No - 211, 212 2nd floor	2 <sup>nd</sup> Floor D-Block
Neurology OPD	Room No - 325, 329 3rd floor	3 <sup>rd</sup> Floor D-Block
Neuro Surgery OPD	Room No - 309, 310 3rd Floor	3 <sup>rd</sup> Floor D-Block
Cardiology OPD	Room No- 431-436 4th floor	4 <sup>th</sup> Floor D-Block
CTVS OPD	Room No - 409, 412 4th floor	4 <sup>th</sup> Floor D-Block
Psychiatry OPD	Round Old OPD A-Block	Ground Floor A-Block

- Afternoon OPD (Special Clinics): (Monday to Friday)

- Registration Timings: 1:30 PM to 3.00 PM
- Special Clinics Timings: 2.00 P.M to 4.00 P.M

**Laboratory Investigations: (Biochemistry, Microbiology, Pathology)**

- Lab Timings: Emergency Lab function 24 hours on all days i.e. 24x7 D-Block Room NO-125
- Reliability and promptness of laboratory results is ensured as tests are done by automatic machines.
- Reports are made available within the shortest time possible.

## **BIOCHEMISTRY DEPARTMENT**

### **Turnaround time for the tests in the Department of Biochemistry**

- Ward reports are ready within six hours of receipt of sample in the Lab.
- Emergency reports are made available within two hours of receipt of the emergency sample.
- OPD samples are processed during the day and the reports are dispatched in the morning on the next working day.
- Reports for special tests are ready within the stability period of the sample for the test and are delivered in person to the OPD patients. Special test reports of indoor patients are sent to the respective wards at least after 24 hours of receipt of the sample. Urgent reports are provided as per the requirement of the treating consultants.
- Venue for sample collection: Room 125 in D block for OPD Patients and Room 129 in the same block for indoor patients.
- Timings for Sample collection in OPD: Monday to Friday:- 8.30 AM to 12 Noon. Saturday:- 8.30 AM to 11 AM
- Timing for collection of samples from wards: Routine Samples: - 9 AM to 1 PM. Emergency Samples:- Round the clock for glucose, urea, electrolytes, bilirubin and prothrombin time only.
- Charges: No charges for OPD patients. No charges for BPL patients and patients admitted to general wards. Patients admitted to special wards are charged for the tests as per the guidelines of the Govt of NCT of Delhi.

### **➤ The activities where there is direct or indirect interface with the citizens**

**a).** Blood Collection Area: The waiting time for the patients in Blood Collection Area is long because of less number of stations for sample collection. But at the same time, no more collection station can be added in the present collection area D 125

**b).** Window in D-129 : The window is used for giving dates for special tests and for giving duplicate reports of Biochemistry tests. Many patients turn up for duplicate reports because they are not able to get the same from the respective departmental record rooms due to lack of sorting of reports in OPD record rooms. Often requisition slips filled for tests don't have OPD name, OPD No, patients name etc. Sometimes the information on test request forms is not legible.

**c).** Non availability of report from OPD record room results in inconvenience to patients and also increases load of lab in giving duplicate reports

**d.)** The satisfaction of the patient can be greatly improved if turnaround time in giving sample reports is further reduced. This can be done by introducing hospital information system (HIS) and lab information system (LIS) where in the reports can be retrieved on line. Along with this, the facility for printing of reports should be available in the labs. Currently we are writing all reports by hand which takes more time to report and may sometimes need to transcription errors.

**e).** The waiting time for special reports is around one week now, because the lab is under staffed and there is huge increase in demand for special tests year after year. So the strength of staff and equipment should also be increased. This has been requested for, even in the past.

**ii)** For above point number 'a-c' can be solved by OPD in charge. Time frame for correction of this problem depends on availability of staff with him. For point no 'd' the starting of LIS depends on the implementation of HIS as they will be interlinked. For point number 'e' the long waiting time can be reduced by increase in the staff strength.

**iii)** Additional resources required is implementation of LIS, HIS, staff strength (for shortage of staff, the additional strength required has already been submitted). For additional instruments the demand has already been raised from time to time.

# Department of Microbiology

## G.B. Pant Hospital, Delhi

### Citizen Charter

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#### **A. Details of Services delivered by the Department of Microbiology GBPH).**

The following procedure is followed to provide services to the patients in the Department of Microbiology.

Indoor and outdoor patients are being sent from different departments of the hospital for various tests.

- Samples received.
- Samples processed.
- Reports prepared.
- Reports are dispatched to the concerned patients and departments for further medical correlation.

#### **Diagnostic Facilities :**

**Sample Profile** - Clinical samples obtained from both indoor and outdoor patients of various clinical departments of G.B. Pant Hospital are tested.

**Diagnostic divisions of the Department** – Bacteriology, Immunology, Serology, Mycobacteriology, Mycology, Parasitology, Media room

Facilities are available for routine diagnostic and advanced diagnosis of various clinical infections.

**Bacteriology** – Facilities for Diagnosis of Upper and Lower Respiratory Tract infections.

Wound infections, Device related infections, Urinary tract infections, Genital tract infections, Central Nervous infections, Post operative infections, Blood stream infections.

Opportunistic bacterial infections, Diarrhoeal diseases and Sexually Transmitted Diseases.

Following new tests have also been introduced for the patients:-

- i) Automated identification of GPC and GNR and yeast & sensitivity testing by Vitek.
- ii) Immunofluorescence testing for ANA, ds DNA, AMA, ASMA, pANCA, cANCA.
- iii) IF tests for Autoimmune disorders.

**Reporting:** Reports are made available to the concerned as per different process timings of the tests.

**Laboratory facilities:**

<b>OPD Sample</b>		<b>Timings</b>
G-4 (Blood Collection Centre)	OPD Samples (Mon. to Fri.)	From 08.30 a.m. to 12.00 Noon
	OPD Samples (Saturday)	From 08.30 a.m. to 11.30 a.m.
<b>Serology Sample</b>		
Room No. 119 (EDP Cell)	Serology (IPD) (Mon. to Fri.)	From 09.00 a.m. to 03.00 p.m.
	Serology (IPD) (Saturday)	From 09.00 a.m. to 12.00 Noon.
<b>Urine/Stool Sample</b>		
Collection of Urine/ Stool/ Ascitic Fluid Samples (IPD/OPD) - Room No. D-127	Routine Samples (Mon. to Fri.)	From 09.00 a.m. to 12.00 p.m.
	Routine Samples (Saturday)	From 09.00 a.m. to 11.00 a.m.
<b>Culture Sample</b>		
Culture Sample – IPD/OPD (Except Urine/Stool/AF)	Routine Samples (Mon. to Fri.)	From 09.00 a.m. to 12.00 Noon

Room No. 318 A		
	Routine Samples (Saturday)	From 09.00 a.m. to 11.00 a.m.
Culture Sample – IPD Room No. 308	Routine Samples (Mon. to Fri.)	From 12.00 Noon to 03.00 p.m.
	Routine Samples (Saturday)	From 11.00 a.m. to 12.30 p.m.
<b>Emergency Lab. (EDP Cell) Room No. – 125</b>	Emergency Samples	<b>Round the Clock (24x7)</b>

**B.** Test available with turn – around time :

#### 1. DIRECT MICROSCOPY AND GRAM STAIN:-

**Time taken for reporting:** Within 24 hours

**SAMPLE:** - Urine, Stool, Pus, CSF, Sputum, Tissue, Vegetations, Drain Fluid, Bile, Peritoneal Fluid, Pleural Fluid, Pericardial Fluid

**Direct Microscopy:** - Wet Mount, Iodine Mount, India Ink, KOH Mount & LCB.

#### 2. AEROBIC CULTURE AND SENSITIVITY OF BACTERIA:

- Time taken for reporting: 72 Hours-96 hours (3-4 days)
- CLINICAL SAMPLE:- Blood, Pus, Ascitic/ Pleural / Pericardial fluid, Drain Fluid/ CSF, Sputum / Endotracheal/ Aspirate Tracheostomy/ BAL fluid, Urine/ Central line / Shunts, Stool/ Rectal swab, Nasal/ Conjunctival swab, Throat swab.

#### 3. FUNGAL CULTURE:-

- Time taken for reporting: 7-10 days
- Clinical samples: Blood, Pus, Vegetation, Tissue, CSF, Sputum/ BAL fluid, Throat swab, Nail, Hair, Skin scrapping, Urine, stool.

#### 4. PERIPHERAL BLOOD SMEAR - Malarial Parasite/ Microfilaria.

- Time taken for reporting: Within 24 hours

#### 5. AFB STAINING

- Time taken for reporting: Within 24 hours
- Clinical Samples:-
  1. Sputum, BAL
  2. Pus
  3. CSF, Lymph node aspirate

#### 6. Modified AFB staining for Cryptosporidium & Isospora in stool- Within 24 hours.

#### 7. SEROLOGY: - Blood /Plasma/ Serum sample:-

S.No.	Name of Test	Time taken for reporting
1.	ASO, CRP, RF	48 hours
2.	Widal	48 hours
3.	ANA (ELISA)	7 days
4.	Hydatid Serology (ELISA)	7 days
5.	Dengue NS1 ELISA	7 days
6.	V.D.R.L. (TPHA)	2 days
7.	Amoebic Serology (ELISA)	24 hours



8.	HIV I & II (ELISA)	48 hours
9.	HIV (RAPID)*	2 hours
10.	IMMUNO-FLUORESCENT  Test : ANA, dsDNA,  AMA, P.ANCA,  C.ANCA	1-2 weeks/Earlier  (depending on the  number of  samples  received).

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**C. Hospital Infection Control Cell and Biomedical Waste Management Cell** form an important part of the Microbiology department.

The various activities of the Hospital Infection Control Cell involves :-

- a) Monitoring of hospital infection and formulating infection control measures as a part of the Hospital infection Control programme.
- b) Surveillance of post operative wound infections, SSI, CRBSI, CRUTI in various ICUs in coordination with the Infection Control Nurses.
- c) The infection control team provides advice and guidelines on safety measures in prevention of cross infection in ICUs.
- d) Recommendations regarding Antibiotic Policy and guidelines.
- e) Monitoring of CSSD functions by Biological Indicators.
- f) Hands on Training of different categories of staff regarding infection control measures to be followed.
- g) Monitoring of Hand washing practices.
- h) Formulation of disinfectant policy and regular testing of disinfectants.
- i) Ongoing Hepatitis B immunization programme for Health care workers.

**D. The various activities of the Biomedical Waste Management Cell involves :-**

- a) Monitoring of Biomedical Waste Management Programmes of the hospital.
- b) Induction training of various categories of Staff about BMW.
- c) Regular rounds of the Hospital to observe BMW management practices in various departments, OTs, ICUs, wards and OPDs.
- d) Monitoring of Segregation, Transport from Wards to Site of waste disposal and final disposal.
- e) Formulation of BMW disposal policy.

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## **PATHOLOGY DEPARTMENT**

**Urine**

**Blood**

**Fluids**

**Reports are made available:** The reports of 1,2,3 (urine, blood & fluid) will be available by 4.00pm on the same working day if the samples are received upto 1:00pm. Saturday- Reports will be available by 1.00pm if the samples are received by 11.00 am.

**Histopathology:**

- Small Biopsy - 4 Working Days
- Large Biopsy - 6 Working Days

**FNAC & Cytology** - 24 Hours

**Frozen Sections/ Smears for Intraoperative Diagnosis** - Immediate Report

**Auto Immunity** - 7 Working Days

**Enzyme Histochemistochemistry for Muscle Tissue** - 7 Days

**Tests Available in the Evening & night:** Room no. 125, first floor, EDP block

**Urine** - Routine & microscopy

**Blood** - HEMOGLOBIN/ PCV/ HEMATOCRIT/ TLC/ DLC/PLATELET COUNT/ RBC'S/ MCV/ M.C.H/ MCHC/ BT/ CT /RETIC COUNT/ESR

**Venues:-**

**Blood & Urine:** Blood collection Centre, Room no. 125 first floor, EDP block.

**Cytopathology samples:** Room no. 132, first floor D- Block.

**Histopathology samples:** Room no. 320/319, third floor, Academic block

**Timings: Blood & Urine:** 8:30 - 1:00 pm, Monday to Friday and 8:30 - 11:00 am, Saturday

**Histopathology & Cytology:** 9am - 4pm (Monday to Friday) and 9am - 1pm (Saturday)

**1. Facilities and tests offered by Pathology Department.**

All tests are done free

**A) HISTOPATHOLOGY-**

Time Taken for reporting ; **72 hours/3 days**

**TESTS PERFORMED:**

1. Histopathological examination of biopsies and surgical specimens-  
Routine H & E and histochemistry.

**2. FNAC & CYTOLOGY**

Time taken for reporting - **24 hours/1 day**

Cytocentrifuge cell button preparation

Time taken for reporting – **24 hours/1 day**

### **3.ENZYME HISTOCHEMISTO FOR MUSCLE TISSUE**

Time Taken for reporting - **04 days**

### **4.IMMUNOHISTOCHEMISTRY**

Time Taken for reporting – **04 days**

### **5.IMMUNOFLUROSCENCE**

Time Taken for reporting – **1 WEEK**

### **6.FROZEN SECTIONS/SMEARSFOR INTRAOPERATIV E DIAGNOSIS**

Time Taken for reporting – **10-15 minutes**

### **7.ELECTRON MICROSCOPY**

Time Taken for reporting - **15 days**

### **8.AUTO IMMUNITY**

Time Taken for reporting – **1 WEEK**

#### **TESTS PERFORMED**

- a. -ANA
- b. -ds DNA
- c. -C-ANCA
- d. -P-ANCA
- e. -Nuclear Antigen line assay
- f. -Anti LKM
- g. -Ant Sm

### **9.URINE FOR ACTIVE SEDIMENTS**

Time Taken for reporting - **12 Hours**

## **B) CLINICAL PATHOLOGY LAB X**

Time Taken for reporting – **12 Hours**

### **TEST PERFORMED**

1. Hemoglobin
2. PCV/hematocrit
3. WBC
4. Differential leucocyte count
5. Platelet count
6. Reticulocyte count
7. RBC's
8. MCV
9. M.C.H.
10. MCHC
11. P.S
12. P.S for M.P.
13. ESR
14. BT&CT
15. Urine RE
16. Urine augar
17. Urine albumin
18. Urine Bile Salt
19. Urine Bile pigment
20. Specific gravity
21. Stool R.E.
22. Stool Occult blood

### **BONE MARROW ASPIRATION**

Time taken for reporting - **48 hours**

## **RADIOLOGY DEPARTMENT**

### **Facility, Location & turn around time**

Location	Facility	R.No.	Phone no.	Appointment/Appx waiting period	Reports
O.P.D D block, Ground floor	X-rays	D-11-12	5778	Same day	1-2 d, room no.D-9
	Ultrasound/ Doppler	D 16	5002	Wd.cases 1-2 d OPD 3-6 d	Immediate after examination
A block, ground floor	X-rays ward	44	5793	Same day	1-2 days
	U/s/Doppler	41	5792	Urgent- same day Ward 1-3, OPD 3-6d	Immediate after examination
	Spl.X-ray exam.	43	5021	OPD 2-6 D Ward 1-3 d	1-2 d
A block, Ground floor	256 slice CT	40	5791	Urgent same day Ward 1-3d OPD paid 3-6 d Free cases 4-8d	Wd cases 1-2d OPD 2-3 d
D block , Ground floor	16 slice CT	D 23	5002	- do-	-do-
Ground floor Amir Chand Block	MRI	9	5070	Urgent same day Wd cases 2-7 days OPD 5-30 d* Free cases 7-30d*  * Depending upon urgency of case	Ward cases- 1-2d OPD cases- 2-3 d

\*Depending on urgency of cases

All urgent investigations are done & reported on the same day.

**Note:** All charges are as per the guidelines of Govt. of NCT Delhi, and fully exempted for the BPL card holder.

## Cardiology Department

### Investigations Procedures & Turn around time

- TMT, Holter & Echo- Cardiology Study.
- **Location:** Arrhythmia Block (all appointment).
- **Charges:** Free for all except Nursing Home Patients. All charges are as per the guidelines of Govt. of NCT Delhi, and fully exempted for the BPL card holders.

### Tests in Department of Cardiology:

S.NO.	Test	Venue	Timing	Appointment	Charges	Report
1.	Electrocardiogram	Emergency, CCU	Round the clock	NA	As per govt. NCT rule	Immediately
2.	Electrocardiogram	OPD	As per OPD timing	NA	-do-	Immediately
3.	Echocardiography	Arrhythmia Block, Ground Floor	As per routine timing	(Same day -4 weeks) Depending up on the nature and severity of the case	-do-	Provisional report same day. Final report follows (1day-1week)
4.	Treadmill test	Arrhythmia Block, Ground Floor	As per routine timing	(Same day -1 weeks) Depending up on the nature and severity of the case	-do-	Provisional report same day. Final report follows (1day-1week)
5.	Holter	Arrhythmia Block, Ground Floor	As per routine timing	Varies depending on case. (1 day- 1 month)	-do-	Provisional report same day. Final report follows (1day-1week)
6.	Head up Tilt Table	Arrhythmia Block, Ground Floor	As per routine timing	1-week -1 month	-do-	Provisional report same day. Final report follows (1day-1week)
7.	Cardiac Catheterization procedures (diagnostic and therapeutic)	Arrhythmia centre (1 <sup>st</sup> floor and 2 <sup>nd</sup> floor) Cath Lab, 6 <sup>th</sup> floor in B Block	As per routine timing- emergency cases dealt any time.	Emergency cases are dealt the same day. Routine cases from 1-4 weeks.	-do-	Provisional report same day. Final report follows (1day-1week)
8.	Vascular Lab	Arrhythmia Block, Ground Floor	As per routine timing	Depends up on the nature of case	-do-	Within 1 week

## **NEUROLOGY DEPARTMENT**

**Test available in Department:**

- **EEG**
- **EMG**
- **EP**
- **NCV**
- **Video EEG**

**Venue:** Room No 333-335 3rd floor ND A Block ----- EEG/ EMG/ EP/NCV ,

E.M.U Room, Ward 10 / 2 Floor, A Block ----- Video EEG.

**Timings:** 9am-4pm

Appointments given in the above mentioned venue For OPD/ routine cases- Dates of Appointment 4-6WKS for EEG.

3-4WKS for EMG, NCV.EP

**For admitted patients** - Date is given as per the urgency of the case.

**For video EEG-** Date is decided as per patient profile and surgical indication.

**Charges:** Free of cost except for Nursing Home patients. Charges are as per the guidelines of Govt of NCC of Delhi.

**Reports:** Reports of EMG, NCV and EP are ready immediately after the test.

Report of EEG is prepared within a week

## **Blood Bank Department**

### **Nature of Services**

- Blood collection from Voluntary and Replacement donors- **Only for GBPH indoor Patients.**
- Screening of blood for TTD-**Only of collected Blood at GBPH Blood Bank.**
- Blood Grouping & Cross Matching- **Only for GBPH indoor patients.**
- Preparation of Blood components.
  - Blood Components prepared are
    - Platelet Rich Plasma
    - Platelet Concentrate
    - Packed Red Blood cells
    - Fresh Frozen Plasma
    - Cryo Precipitate
- Issue of Blood and Blood Components- **1) Issued only to GBPH indoor patients.**  
**2) To outside patients, only through R.B.T.C. or other Govt. Blood Banks.**  
**3) Platelet Preparations are the only blood Components being directly issued to out side patients.**
- Donor Apheresis-**1) Platelet Pheresis. 2) Plasma Pheresis.- These procedures are only for GBPH PATIENTS.**
- Therapeutic Cytapheresis (Located at Neurology Dept.-ICU 6)- **Only for GBPH patients.**
- All these above facilities are available free of cost for indoor and GNCTD patients except Apheresis procedures. Payment being charged to Nursing home/Pvt. Hospital Patients and for Apheresis procedures as per currently prevailing GNCTD rules.



**Working hours:**

- 24x7 Operation: the Main Lab is open 24 Hours on all days for Blood grouping, Cross matching and issuing of Blood and Blood Components to indoor patients and Platelets products to even outside the hospital.
- Blood donation services:
  - 1) Blood collection from donors for all routine surgical procedures for transfusion is done from 09:00 AM to 04:00 PM through Monday to Friday and 09:00 AM to 01:00 PM on Saturdays & half days, with blood donor screening time up-to 12:30 PM in morning session and from 02:00 PM to 03:30 PM in post lunch session. On Saturday & half days the donor screening time is 09:00 AM to 12:30 PM.
  - 2) However, blood from donors for emergency transfusions (Blood being issued from emergency lab) is collected till 09:00 PM, on all working days and till 05:00 PM on Saturday & half days.

**Documents Required for various services:**

1. For Replacement Blood Donation: Written request Slip from Treating Department, GBPH
2. For issue of Blood & Blood Components: Blood requisition form from Treating Department, GBPH. Outside patients should get the requisition forms referred from the Regional Transfusion centres. For Platelets, out side patients must provide requisition form from their Nursing Home/Hospital with proper stamp and signature of the Treating Clinician.
3. Donor Apheresis: Donor Apheresis Requisition form from Treating Department/Hospital
4. Therapeutic Apheresis: Referral for Therapeutic Apheresis by Treating Department

**Charges for various Services:**

**All charges are as per the guidelines provided by the GNCTD, H &FW DEPT.**

1. Free provision of Blood and Blood components to the patients from General Wards in GBPH. Patients from General Wards of other Government Hospitals who are referred by Regional Transfusion Centre will also be provided Blood and Blood components free of charge.
2. Processing fee of Rs. 850 per unit of Blood and Rs.400 for Blood Components for the patients from Private ward / Nursing Home of GBPH.
3. Processing Charges for Platelet pheresis for all patients from GBPH Nursing Home & Private Hospital/Private Nursing Home is Rs. 1000 per sitting. In addition to these charges, all Patients not producing BPL ration card have to replace the Kit. In case the patient is not able to procure the kit, a payment of Rs.6500 has to be paid to the Hospital.

The above said charges have been revised by "NBTC". The order for revision of charges for blood & blood component from "SBTC" are awaited. This information shall be implemented and updated accordingly.

## **TURN AROUND TIME**

1. Donor screening	5-10 minutes
2. Donor counseling	5-10 minutes
3. Donor bleeding, observation & Refreshment	20-30 minutes
4. (a) Patients Blood Grouping, Cross Matching & issue of blood /component (Life threatening situations)	5'-10'' minutes
(b) Patients Blood Grouping, Cross Matching & issue of blood /component-emergency situations (depending upon clinical condition).	30 minutes – 1 ½ hours
5. Patients Blood Grouping & Cross matching elective procedures	<ul style="list-style-type: none"><li>• 24 hours on all working days</li><li>• 48 hours after intervening Sunday &amp; holiday</li></ul>
6. Transfusion Transmitted Infection	As above
7. Aphaeresis	<ul style="list-style-type: none"><li>• Donor screening 30 minutes</li><li>• Relevant test (as in column 5)</li><li>• Procedure time 40- 90 minutes depending upon Platelet count</li></ul>

## **Other Important Information**

### **Indoor Facilities:**

Bed Strength	691
General Ward:	<b>20</b>
Nursing Home:	<b>3</b>
ICU:	<b>12 (including emergency)</b>

### **Visiting hours:**

- Summer- May to Oct. 5.00 pm to 6.30 pm
- Winter- Nov. to April 4.00 to 5.30 pm

### **Charges:**

- (1) In General ward bed diet, medicines, lab investigation, x-rays and Ultra Sound are free.
- (2) I.C.U Care is totally free of cost.
- (3) Rs.1100/- per day (including diet) are charged for private ward/ Nursing Home Room.
- (4) Cost of prescribed Medicines, Laboratories Tests etc. is also borne by the patients of private ward.
- (5) All charges are as per the guidelines of Govt. of NCT Delhi.

### **Registration of indoor patients**

- Booking & Payment: Reception Counters
- Timings: Week days 9 am to 3 pm, Saturday: 9 am to 12 Noon
- Check out Time: 12 Noon.

# DETAILS OF CHARGES

## रेडियोलॉजी विभाग के परीक्षणों पर लगने वाला शुल्क

### एम आर आर आई

भाग	शुल्क
किसी भी भाग की एम.आर.आई (बिना कान्ट्रास्ट)	₹ 3000
प्रत्येक भाग की अतिरिक्त जांच	₹ 1500
कान्ट्रास्ट जांच का अतिरिक्त शुल्क	₹ 1500

### सी.टी. स्कैन

भाग	प्लेन	कान्ट्रास्ट
ब्रेन/पी एन एस/ ओरबीट/ नेक/ फेराइनेक्स / लाराइनेक्स / थायराइड	₹ 750	₹ 1100
एबडामन अपर, एबडामन लोवर	₹ 1000	₹ 1600
एबडामन होल	₹ 2000	₹ 2500
वेस्ट एवं पूर्ण एबडामन	₹ 2500	₹ 3000
ब्रेन + 3 डी सिंगल स्पाइरल ( 2 Nos.)	₹ 1500	-
स्पाइन + 3 डी (सिंगल स्पाइरल)	₹ 1500	₹ 2500

### सी.टी. एन्जियोग्राफी

भाग	प्लेन	कान्ट्रास्ट
ब्रेन	₹ 1250	₹ 1600
नेक	₹ 1250	₹ 1600
एबडामन / वेस्ट	₹ 1500	₹ 2100
एबडामन + वेस्ट	₹ 3000	₹ 3500
कार्डिक (सिंगल स्पाइरल)	₹ 2000	₹ 3000
पेरिफरल वास्कुलर (सिंगल स्पाइरल)	₹ 2000	₹ 3000

### अल्ट्रासाउण्ड

अल्ट्रासाउण्ड (बिना फिल्म)	₹ 50
डापलर (बिना फिल्म)	₹ 100
नोट : यह शुल्क केवल ओ.पी.डी. के मरीजों के लिए है। ★ भर्ती मरीजों के लिए यह शुल्क नहीं लगोगा।	

### एक्स-रे

1. सभी प्रकार के एक्स-रे
2. एक्स-रे विशेष जांच
★ सभी मरीजों के लिए यह मुफ्त है।

★ सी.पी.एल. कार्ड धारक/ गरीब रोगी/दिल्ली सरकार/विकलांग/जनरलिस्ट/स्वतंत्रता सेनानी/विधान सभा के सदस्यों के लिए मुफ्त जांच सुविधा उपलब्ध है।  
उपरोक्त शुल्क की रकम केवल रिसेप्शन (गेट नं.6) पर ही जमा करें।



M.O. /C RECEPTION  
G.B. Pant Hospital,  
New Delhi-110002

## स्पेशल वार्ड में लगने वाला शुल्क

कमरे का किराया { भेजी 'बी' (कमरा बिना पेन्स) 1'00/- रु प्रतिदिन (वातानुकूलित) भेजी 'ए' (बड़ा कमरा पेन्स सहित) 1'00/- रु प्रतिदिन
भोजन शुल्क 1'00/- रु प्रतिदिन
अग्रिम राशि { भेजी 'बी' 2'00/- रु भर्ती के समय जमा करवाना आवश्यक भेजी 'ए' 3'00/- रु

नोट 1. स्पेशल वार्ड में भर्ती रोगी यदि आई.सी.यू. या सी.सी.यू. में भर्ती होना है तथा स्पेशल वार्ड का कमरा भी रखना चाहता है तो उसे कमरे के शुल्क के अलावा 1000/- रु प्रतिदिन आई. सी.यू.या सी.सी.यू. शुल्क भी देना होगा। कमरा न रखने की स्थिति में आई.सी.यू. या सी.सी.यू. चार्ज शिथिल होगा।

2. सोमवार के दिन बकाया राशि जमा करवाना आवश्यक है।

3. अन्य जांच शुल्क विकल्प :-

क्रम सं.	जांच	शुल्क
1.	एचआईवी	150
2.	एचईसी	150
3.	एचसी	150
4.	विटामिन बी-१२	350
5.	फोलेट	350
6.	आरबीसी फोलेट	350
7.	क्रोडिसोल	200
8.	एएफबी	250
9.	फेरिटिन	250
10.	प्रोलेक्टिन	200
11.	थायराइड फंक्शन टेस्ट	400
12.	टीएसएच	150
13.	टी-३/एफटी-३	150
14.	टी-४/एफटी-४	150
15.	ईको	50
16.	टीएमटी	50
17.	होल्टर	50
18.	सीएजी	125
19.	पीटीसीए	200
20.	इंजोस्कोपी	50
21.	बायोप्सी	100
22.	कोलोनीस्कोपी	50
23.	शल्य शुल्क	300
24.	डीएसए	150
25.	पेक्ड रेड सेल/होल ब्लड	850
26.	फ्रेश फ्रोजन प्लाज्मा	400
27.	प्लेटलेट कंसंट्रेट	400
28.	क्रयोटिपिटेड	200
29.	प्लेटलेट फेरिसिस	7500
30.	एम आर आर आई	
	किसी भी भाग की एम.आर.आई (बिना कान्ट्रास्ट)	3000
	प्रत्येक भाग की अतिरिक्त जांच	1500
	कान्ट्रास्ट जांच का अतिरिक्त शुल्क	1500
31.	अल्ट्रासाउण्ड (बिना फिल्म)	50
32.	डापलर (बिना फिल्म)	100

33.	सी.टी. स्कैन		
	भाग	प्लेन	कान्ट्रास्ट
	ब्रेन/पी एन एस/ ओरबीट/ नेक/ फेराइनेक्स / लाराइनेक्स / थायराइड	₹ 750	₹ 1100
	एबडामन अपर, एबडामन लोवर	₹1000	₹ 1600
	एबडामन होल	₹2000	₹ 2500
	वेस्ट एवं पूर्ण एबडामन	₹2500	₹ 3000
	ब्रेन + 3 डी सिंगल स्पाइरल ( 2 Nos.)	₹1500	-
	स्पाइन + 3 डी (सिंगल स्पाइरल)	₹1500	₹ 2500

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सी.टी. एन्जियोग्राफी		
भाग	प्लेन	कान्ट्रास्ट
ब्रेन	₹1250	₹ 1600
नेक	₹1250	₹ 1600
एबडामन / वेस्ट	₹1500	₹ 2100
एबडामन + वेस्ट	₹3000	₹ 3500
कार्डिक (सिंगल स्पाइरल)	₹ 2000	₹ 3000
पेरिफरल वास्कुलर (सिंगल स्पाइरल)	₹ 2000	₹ 3000

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### **Ambulance Services with Charges**

For carrying dead body from the hospital upto 20 Km within the jurisdiction of Delhi/ New Delhi	Rs. 150/-
For carrying dead body from the hospital to a distance 20-35 Km Within the Jurisdiction of Delhi/ New Delhi	Rs 250/-
For carrying patient from the hospital up to a distance 35-50 Km. Within the Jurisdiction of Delhi/ New Delhi.	Rs. 350/-

(1) Money for booking of the Ambulance/ Hearse Van is collected by the Cashier between 9.30 to 3.30. Monday to Friday at 9.30 A.M to 12.30 P.M. on Saturday.

(2) Money, after office hours would be collected by the Reception office as is being done in the case of collection of charges for CT Scan & Nursing Home etc.

(3) The above facility is strictly on pre-paid basis. The driver will ensure that the payment of the Ambulance Service has been deposited in advance before the commencement of the journey.

### **Treatment facility for staff**

- There are Six Beds for the staff.
- All treatment is free
- Staff Clinic: (Near Reception)
- Timings: 9 am to 4 pm daily, 9am to 1 pm Saturday

## **Public Guidelines & Grievances:**

- Redressal Cell. Room No-623, 6th floor Academic Block.
- There will be occasions when our services will not up to your expectations. Please do not hesitate to register your complaints. It will only help us serve you better.

(1) There is a designated committee whose name and location is displayed in the hospital for attending to all grievances. Every grievance is duly acknowledged. We aim to settle your genuine complaints within 10 working days of its receipt.

(2) If we cannot, we will explain the reasons and the time to resolve the problems/grievances.

(3) Suggestions/ Complaint boxes are also provided at various locations in the Hospital.

(4) The hospital grievances committee meets as & when required. A public grievance committee exists in DGHS for issues which are not resolved within the hospital.

(5) Name, designation and telephone number of the officials concerned is duly displayed at the Reception.

## **Ancillary Facilities:**

<b>S. No.</b>	<b>Name</b>	<b>Designation</b>	<b>Tel. No.</b>
<b>1</b>	<b>Director</b>	<b>Dr. Rajiv Chawla</b>	<b>9718599404</b> <b>011-23234242 Ext. 5555</b>
<b>2</b>	<b>Head of Office</b>	<b>Dr. Dharmendra Gupta</b>	<b>9718599013</b>
<b>5</b>	<b>OPD I/c</b>	<b>Dr. N. R. Laskar</b>	<b>9718599012</b>

## **CASH:**

## **Internal compliant Committee Against Sexual Harassment & Protection/ Safety of North East Students:**

<b>S. No.</b>	<b>Chair Person</b>	<b>Convener</b>	<b>Member (Doctors)</b>	<b>Member (Nurses)</b>
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<b>1</b>	<b>Dr. Puja Sakhuja</b> (Professor & HOD Pathology)	<b>Anita Jagetia</b> (Professor, Neuro-Surgery)	<ul style="list-style-type: none"> <li>• <b>Dr. N. R. Laskar, CMO</b></li> <li>• <b>Dr. Arima Nigam</b> Professor, Cardiology</li> <li>• <b>Dr. Rashmi Mishra,</b> Medical Officer</li> <li>• <b>SR from</b> (North-East)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Mrs. Usha Ahuja</b></li> <li>• <b>Administrative Officer</b></li> <li>• <b>PRO</b></li> <li>• <b>Mrs. Sheela</b> (Rep. Karamchari)</li> <li>• <b>Legal Representative</b></li> </ul>
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### **Right to Information Department:**

<b>S. No.</b>	<b>Name</b>	<b>Designation</b>	<b>Tel. No.</b>
<b>1</b>	<b>Dr. N. R LASKAR</b>	<b>PIO</b>	<b>011-23234242 Ext. 5056</b> <b>9718599012</b>
<b>2</b>	<b>OFFICE SUPTD.</b>	<b>APIO</b>	<b>011-23234242 Ext. 5030</b> <b>9718599028</b>
<b>3</b>	<b>MEDICAL SUPTD.</b>	<b>FIRST APPEALATE AUTHORITY</b>	<b>011-23234242 Ext. 5075</b>

### **Attendant Policy:**

- Only one attendant is allowed to stay with a patient in the hospital.
- Hospital has created waiting areas with toilet facility in different places.
- Attendants can wait/ stay in these waiting areas.
- Gopinath Sidharth Dharmshala facility is also available for G.B.Pant Hospital, Lok Nayak Hospital and Guru Nanak Eye Hospital.
- Attendant can submit for the form though treating Doctor and forwarded through hospital administration for further allotment of Dharamshala room.
- Kashi Nath Gotewala Dharamshala is also available with nominal charges with Rs. 40/- per bed/ per day.
- Common Kitchen with gas facility (HP Rasoi Ghar) also available in both Dharamshala's the charges for gas usage is Rs.4/- per hour.

### **Right of patients & families at G.B.Pant Hospital**

- Right to be addressed by your proper name and be informed about the names of the doctors, nurses and other health care team members involved in your care.
- Right to be involved in your discharge plan; from the hospital. You can expect to receive information about follow-up care that may be needed after your discharge.
- Right to be treated with respect and dignity, in a safe and clean environment.
- Right to clarity of your doubts before signing any informed consent form.
- Right to confidentiality for your personal information.
- Right to have an access to your clinical records.
- Right to have continued access to care without intimidation, threat, coercion, discrimination, and other retaliatory action.
- Right to information and consent before any research protocol is initiated;
- Right to agree to, or refuse or, take part in medical research studies.
- Right to information on how to voice a complaint.
- Right to information on the services available at the hospital, provisions for after-hours and emergency care.
- Right to information on your conduct and responsibilities.
- Right to have informed consent before anesthesia, blood and blood product transfusion and invasive/ high-risk procedures/ treatment.
- Right to inspect and request a copy of your medical records.
- Right to know the expected cost of treatment, fees for services, payment policies and to be educated about the financial implications when there is a change in the treatment setting.
- Right to make suggestions and express grievances, and receive a personal response to same if so requested.
- Right to personal dignity and privacy during examination, procedures and treatment.
- Right to protection from physical abuse and neglect.
- Right to receive any information in a format and language that you can understand; and a right to have an interpreter if you do not understand the medium of communication.
- Right to refuse treatment
- Right to request for a second opinion and change your doctor.
- Right to support your individual beliefs & values and be involved in the decision-making process.

### **Responsibilities of patients at G.B.Pant Hospital**



- To provide accurate and complete information about medical complaints, past illnesses, hospitalizations, medications, pain, and other matters relating to their health.
- To follow the treatment plan recommended by those responsible for your care.
- To be responsible for your action if you refuse treatment or do not follow the healthcare team's instructions.
- To see that your bills are paid as promptly as possible.
- To follow all the hospital rules and regulations.
- To be considerate to the right of further patients and personnel.
- To seek information.

### **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 do not cause inconvenience to other patients.
- Please help us in keeping the hospital and its surroundings neat and clean.
- Please use the facilities of this hospital with care.
- Beware of Touts.
- The Hospital is a "No Smoking Zone". Violators are prosecuted upto Rs 200/- per offence.
- Please refrain from demanding undue favors from the staff and officials.
- Please provide useful feedback and constructive suggestions.

### **Quality Policy:**

G.B.Pant Hospital is committed towards delivering safe & quality health care that meets the expectations of all its patients and employees.

**THIS CHARTER IS OUR FIRST EFFORT!**

**PLEASE HELP US TO HELP YOU!**