

AMRITA INSTITUTE OF MEDICAL SCIENCES

AMRITA LANE, EDAPPALLY – COCHIN - 24



CITIZENS ' CHARTER



AMRITA INSTITUTE OF MEDICAL SCIENCES & RESERCH CENTRE (AIMS) continues to provide dedicated patient care and endeavours to improve its services on a constant ongoing basis. We strive to provide:

- ◆ Total dedication to understanding and fulfilling patient's need;
- ◆ Total devotion to providing efficient and reliable patient care services;
- ◆ Efficient prompt and courteous service with dedication to integrity and fairness;
- ◆ Motivating the patient for helping themselves as well as the Institute to serve them better;
- ◆ Total commitment to providing challenging and rewarding career for every employee;
- ◆ Transparency of functioning;
- ◆ Periodic & regular monitoring of functioning.

HEALTHCARE WITH A HEART:

Our founder, Sri Mata Amritanadamayee (known as Amma), envisioned creating a not-for-profit top hospital in Kerala, India where the poor could have access to advanced medical care in an atmosphere of love and compassion.

ABOUT AIMS

Amrita Institute of Medical Science (AIMS) brings together a dedicated team of physicians, nurses, and other healthcare professionals to provide the highest standards of medical treatment.

Our extensive infrastructure comprises of 22 modern operating theatres, 1000 beds, including 175 comprehensively equipped intensive care beds.

OBJECTIVE

This Citizen's Charter is an expression of our commitment towards improving our services offered to make them more efficient and responsive and at the same time making our working more transparent to our valued patients. This Citizen's Charter is an attempt to bring the institute closer to its patients in the society. This Charter is made to provide a framework, which enables our users to know:

- ◆ What services are available in this institute?
- ◆ The quality of services they are entitled to.
- ◆ The means through which complaints regarding denial or poor quality of service will be redressed.

MISSION

The institute's mission is to provide outstanding and affordable medical care in a patient friendly environment and in a spirit of compassion to all, regardless of race, caste, religion etc. AIMS is a non-profit organization dedicated to establishing a center of excellence in health care and improving the well-being of the community through quality programmes of preventive medicine, medical education and research

LOCATION

AIMS main hospital is located at, Amrita Lane, Edappally North, Elamakkara P.O Cochin - 26.

CONTACT US

Amrita Institute of Medical Sciences and Research Centre
Amrita Lane, Elamakkara Post
Kochi Kerala 682 026, India
Phone:0091 (0) 484 280 1234, 280 4321, 400 1234
Fax:0091 (0) 484 280 2020
Email: aimsinternational@aims.amrita.edu
Visit us at: www.aimshospital.org

IMPORTANT TELEPHONE NUMBER

Appointment Help Desk	-	0484 2801800
Casualty	-	0484 2802060
Blood bank	-	0484 4006315

STANDARDS OF SERVICE:

- ◆ This is a non-profit charitable institution.
- ◆ It provides medical care to all patients who come to this institute and trains the medical students and nursing students (both undergraduate and post graduates)
- ◆ Standards are influenced by patient load and availability of resources; it is aimed to give all courteous and prompt attention to our users.
- ◆ Committed to provide world-class treatment at an affordable rate.

GENERAL INFORMATION:

The institution has :

- ◆ Doctors : 620
- ◆ Nurses : 1233
- ◆ Beds : 1000

STAFF UNIFORM

Doctors wear white aprons and nurses are in uniform. All staff wears a badge or an identification card of AIMS.

ENQUIRIES

- ◆ Location guide map is available and directional signboards are fixed in each floor.
- ◆ Enquiries counter exist at the reception (ambulatory entrance and main entrance)
- ◆ Telephone nos of central enquiry – 0484 4001234
- ◆ Public Relation officer helps the patient at the OPD entrance.
- ◆ Hospital enquiry hotline works round the clock. Its phone no: is 0484 4001234.

CASUALTY AND EMERGENCY SERVICES:

- ◆ The casualty functions round the clock all days.
- ◆ Casualty direct no: 0484 2802060 and FAX no is 4006035
- ◆ Casualty Medical officer and resident Doctors are available 24 hrs all days.
- ◆ Duty Doctors are available on call round the clock in all specialties.
- ◆ There are 20 beds in the emergency room including 5 critical care beds.
- ◆ Emergency Cases are attended promptly.
- ◆ All the items required are made available during mass casualties.
- ◆ In serious cases, priority is given to treatment/ management than paper work like registration and medico-legal cases. The decision rests with the treating doctor.
- ◆ Emergency operation theatre is maintained on a regular basis to ensure that it is usable all times.

AMBULANCE SERVICES

- ◆ The hospital has a fleet of 4 fully equipped and 2 non-equipped ambulances.
- ◆ A team of trained and dedicated medical professionals, Emergency Technicians, Nursing personnel and trained drivers are always ready to handle all eventualities round the clock.
- ◆ The Ambulance services are available for transportation of patients from AIMS or to AIMS.
- ◆ Ambulance service enquiry no: 0484-2802111
- ◆ This facility is available 24 hours a day, on all days.

APPOINTMENT HELP DESK

- ◆ Appointments for concerned departments are centralized.
- ◆ While taking an appointment please quote your Name, concerned department, age, Phone no and MRD, if available and the preference of physician to be seen
- ◆ Working Hours – 7.00 am- 7.00 pm (regular days.)
- ◆ 8.00 am – 5.00 pm (Holidays)
- ◆ Appointments can be taken through phone or by email
- ◆ E mail- appointment@aims.amrita.edu Phone no- 0484 2801800

OUTPATIENT DEPARTMENTS:

- ◆ Timings: 8 AM till the last patient is seen.
- ◆ Every outpatient seeking treatment at the hospital is registered prior to the consultation.
- ◆ A case sheet is generated electronically for recording history, symptoms, diagnosis and treatment being provided.
- ◆ For every new patient a Unique MRD number will be generated.
- ◆ If you have been registered previously, kindly quote your Medical Record Number, while taking an appointment.
- ◆ In case, you are a non-appointment / walk-in patient, you are requested to wait to see the doctor.
- ◆ Appointment patients will be given a preference. Only emergency walk-in can be seen out of turn
- ◆ Payments for all specialties can be made at the OP Billing Counter.
- ◆ Special clinics like endocrinology and podiatry has evening clinics and functions on Sundays also.

CENTRES OF EXCELLENCE	LOCATION	CONTACT NUMBER
◆ Institute Of Heart	T-1 F-5	0484 4001553
◆ Institute Of Cancer	T-3 F-0	0484 4003003
◆ Institute Of Digestive Diseases	T-1 F-0	0484 4001225
◆ Institute Of Neuroscience	T-1 F-3	0484 4001310
◆ Institute Of Plastic Reconstructive & Micro Vascular Surgery	T-1 F-4	0484 4001423
◆ Institute Of Endocrinology & Diabetics	T-1 F-0	0484 4001030
◆ Institute of Maternal & Child health	T-4 F-0	0484 4004080
◆ Eye Institute	T-1 F-0	0484 401050
◆ Institute Of Laboratory Medicine	T-6 F-3	0484 4008490
◆ Institute of Molecular Medicine	T-6 F-3	0484 4006345
◆ Centre for Digital Health	T-1 F-4	0484 4001402
◆ Centre of Nanotechnology	ANNEX	0484 4008751
◆ Institute Of Solid Organ Transplant		

T= Tower F=Floor

SPECIAL DEPARTMENTS



- | | |
|---|---|
| <ul style="list-style-type: none"> ◆ Anesthesiology ◆ Cardiology ◆ CVTS ◆ Dermatology ◆ Emergency Medicine ◆ ENT ◆ G I Surgery ◆ Gastroenterology ◆ Geriatrics ◆ General surgery ◆ Gynecology & Obstetrics ◆ Head & neck Surgery ◆ Holistic Medicine ◆ Internal Medicine ◆ Neonatology ◆ Nephrology | <ul style="list-style-type: none"> ◆ Neurology ◆ Neuro- Surgery ◆ Nuclear Medicine ◆ Ophthalmology ◆ Orthopedics ◆ Pediatrics ◆ Pediatric cardiology ◆ Pediatric Surgery ◆ Pediatric Genetics ◆ Podiatry ◆ Pain And Palliative Medicine ◆ Physiotherapy ◆ Psychiatry ◆ Pulmonary Medicine ◆ Radiology ◆ Urology |
|---|---|

LABORATORY SERVICES

1. Analytical Toxicology
2. Biochemistry
3. Blood Bank
4. Cytogenetics
5. Hematology
6. Histopathology
7. Cytology
8. Metabolic Research
9. Microbiology
10. Molecular Biology
11. Serology



ROUTINE INVESTIGATIONS:

- ◆ All working days
- ◆ Sundays and holidays closed.

COLLECTION OF SPECIMENS

- ◆ All Days 08.00 A.M. to 05:30 P.M.
- ◆ Sundays and other Holidays closed.
- ◆ Reliability and promptness of laboratory results is ensured as tests are done by automatic machines.
- ◆ Reports are made available within the shortest possible time, which will be specified.



BLOOD BANK

- ◆ Open for 24 hours and caters to external request also
- ◆ A licensed blood bank is available in the hospital to cater to the requirements of the patients
- ◆ All blood is tested for HIV, HBV and HCV, VDRL, In addition.

EQUIPMENT AND FACILITIES:

This hospital has the following services available:

- ◆ CATHLAB
- ◆ EEG
- ◆ ECG
- ◆ CRITICAL CARE UNIT
- ◆ PHYSIOTHERAPY AND OCCUPATIONAL THERAPY UNIT
- ◆ DIALYSIS UNIT MOBILE ICU
- ◆ 64 SLICE CARDIAC CT
- ◆ LINEAR ACCELERATOR
- ◆ MRI SCAN
- ◆ X-RAY
- ◆ STEREO RADIO SURGERY
- ◆ NEONATAL INTENSIVE CARE UNIT



- ◆ Charges for various tests are available at the Financial Information Counter (FIC). For poor patients, the concerned Sr. Medical Administrator along with the in charge of Patient Service Department can waive off the charges.

- ◆ If any major/essential equipment is out of order, information regarding the same is conveyed to all departments through inter office notification on Internet.
- ◆ Indications of alternate arrangements are given wherever possible.
- ◆ The likely date of recommissioning of the equipment will also be displayed.

DURING YOUR STAY

- ◆ We hope this information helps you to prepare for your stay as an inpatient at AIMS .
- ◆ A skilled team of personnel some of the working behind the scenes will hopefully make your stay comfortable and pleasant

CATEGORY OF ACCOMMODATION.

- ◆ Deluxe Room : AIMS deluxe room comprises of air-conditioned twin room with television, telephone, refrigerator, sofa set, mechanized patient's cot, wardrobe and a dining table.
- ◆ A/C Single Room : This is an individual air-Conditioned room with attached washroom. The Room provides Television, telephone, sofa set and an attendant couch.
- ◆ Non A/C Single Room : This is an individual room with attached washroom, Television, telephone and an attendant couch.
- ◆ Semi-Private Room : Room with two beds separated by a screen and has a common washroom. The room is also provided with television, telephone, and a couch.
- ◆ 4 bed Cubicle : Provided with 4 beds and a common washroom. Every bed is provided with a cupboard, food trolley, and a screen between each bed and a bystander cot.
- ◆ General Ward. AIMS general ward features separate male ward, female ward, Pediatric Ward and Psychiatry Ward.



PAYMENTS

- ◆ An advance payment has to be done at the time of admission, which will not be refunded if patient does not come for admission. Final settlement of accounts will be requested when patient is to be discharged.
- ◆ Payments can be made at the billing department round the clock. The hospital accepts payments in Cash and through credit cards and demand drafts. Please note that the hospital does not accept cheques at the time of discharge.
- ◆ Daily or alternate day bills are generated and send to the patient/bystander

TPA AND CASHLESS TRANSACTIONS

- ◆ We entertain TPA and cashless transactions. AIMS have got tie up with 5 TPA such as TTK, Mediasist, Paramount, Family Health Plan, United Health less transactions. TPA desk is placed at counter no 14 ground floor Ext no -2084
- ◆ Our computerized billing system will consolidate all charges for medicines/consumables/services availed by you during hospitalization.

SURGERY PACKAGE

- ◆ For all the planned surgeries, full advance payment is to be made as per the package specifications + 10% which will be refunded at the time of discharge

MONEY & VALUABLES:

- ◆ It is not advisable to bring large sums of money or valuables into the hospital. The hospital does not accept responsibility for loss or damage to your possession.

MEDICINES & CONSUMABLES:

- ◆ Medicines and surgical consumables required for the treatment can be procured from the in-house pharmacy. A general pharmacy is located in the hospital premises which functions 24*7. There are around 12-satellite pharmacy working in different departments for the convenience of patients.

HOUSEKEEPING & LINEN:

- ◆ Hospital provides linen to wear for all admitted patients. In case of any difficulty you may contact the sister in charge of the floor.

CLOCK ROOM

- ◆ A special clock room should be made available for out station and foreign patient

FOOD SERVICES

◆ **Diet**

The hospital dietary department provides all meals for the patient. The Dietitian plans the diet based on the therapeutic needs. Our kitchen is well equipped to serve good balanced vegetarian meals. Dietician takes rounds of all patients and in consultation with treating physician and advice the therapeutic and nontherapeutic diet. Bystander's food can be ordered to F and B department.



◆ **Cafeteria**

The cafeteria is open to visitors daily from 9:00 a.m. to 6:30 p.m. These 4 Cafeterias are located in different towers (1/0.1/3/, 4/2,1/5,).

◆ **Canteen.**

AIMS provides with canteen for visitors as well as for Staff. A Juice stall is located near main gate of the hospital.

BYSTANDER PASS

◆ **Attendant:**

Patients require rest and we do our best to provide patients with a quiet, peaceful and tranquil environment. In order to achieve this we restrict the number of Attendants. Our infrastructure can support only one attendant per patient, but this may vary according to the category of the patient. Female by standers is a must for female patients.

By stander pass is issued from IP admission counter at the time of patient admission. Bystander can utilize this pass 4 times in a day.

◆ **Visiting hours:**

Visiting hours for the hospital are: 3.00 pm–5.00 pm

Please ensure that visitors adhere to the visiting hours only and that they are restricted to the absolute minimum.

OTHER SERVICES & FACILITIES:

- ◆ Wheel Chairs and stretchers are available on request at any point from Patient Movement Service Department.
- ◆ Lifts are available for access to higher floors in each tower
- ◆ There is a stand-by generator to cater to emergency services in case of breakdown of electricity.
- ◆ Public Telephone Booths are available at various locations in the hospitals.
- ◆ Adequate drinking water and toilet facilities are available.
- ◆ TV and telephone facilities are available for in-patients and also in all out patients waiting area

GUEST HOUSE FACILITY

- ◆ It is a temporary lodging facility for By-Standers of inpatients. Located on the AIMS Hospital campus, the building provides affordable housing with easy access to the hospital.

TRAVEL DESK

- ◆ This facility arranges tickets for your patients and by-standers travel and also provides you with all information to any destination



CAR POOL

- ◆ Transportation services are provided by AIMS through hospital car pool, on request.

PRAYER HALL

- ◆ Prayer hall is located next to Casualty Entrance. Every evening Bhajans, Satsungs are carried out from evening 7.00 pm to 8.30 pm.

BANK & ATM

- ◆ The Dhanalakshmi Bank has a fully-fledged branch in the hospital premises for the convenience of the patients, staff and for the community as a whole. ATM Counter of Dhanalakshmi Counter is located near the main gate.

GENERAL INFORMATION

- ◆ Medico legal cases:
- ◆ On admission of a medico legal case, the hospital has to mandatorily honor the rules of the Indian Govt and informs the local police authorities.
- ◆ **Death Certificate:**
If a patient expires in the hospital, a death certificate is issued to the family by the hospital to carry the body. The hospital sends the Death registration form & Medical Certificate of cause of death to the Cochin Corporation. The family has to collect the final Death Certificate from the Cochin Corporation office.
- ◆ **Embalming Services**
Those bystanders who want to get embalming done, the facility is provided at AIMS. Except for MLC cases. This facility is also available for international patients. Embalming & Hermetic sealing Certificate provided by the Hospital Authorities.
- ◆ **Mortuary Services**
Mortuary provides a Refrigerated storage of deceased patients.
- ◆ **Birth certificate**
Parents of the newborn will be issued birth certificates from the hospital as soon as they fill up the Birth report form for registration. This is made possible through the networking of the hospitals with the corporations. The beneficiaries will have to pay a service charge of Rs.15 for the certificate.

PATIENT SERVICES DEPARTMENT

- ◆ Free/ Subsidies treatment facility is provided for patients according to their financial status.

COMPREHENSIVE HEALTH CHECK UP

- ◆ AIMS have developed special health checkup programs that consist of detailed medical assessment and counseling on health awareness. Each package has been designed to study the functioning of all the vital organs in our body for any symptoms of major illness and also pinpoint potential areas of risk so as to prevent future health problems.

PACKAGES:

- ◆ Basic Health Check
- ◆ Master Health Check
- ◆ Executive Health Check
- ◆ Diabetic Health Check
- ◆ Comprehensive Health Check
- ◆ Packages for Adolescents & Children-Life Style Clinic

EMPLOYEE HEALTH CHECKUP

- ◆ An employee health check up is carried out with all staff dealing with direct patient care.

DOOR-TO-DOOR SERVICE – PHARMACY

- ◆ The clinical pharmacy department of Amrita Institute of Medical Sciences and Research Center is providing 24 hrs services to the patients. For the convenience of the patients, 12 extension counters have been set up in and around the hospital complex.
- ◆ Patients can receive their medicines through courier any where in Kerala. They can pay the amount either by DD or by using RTGS facility. DD should be in favor of Amrita Enterprise (P) Ltd, Kochi and sent to Amrita Pharmacy, AIMS Campus, Elamakkara P O, Kochi-26.



For RTGS facility:

RTGS Code - DLXB0000141

Responding Branch-EDAPPALLY (AIMS) Dhanalakshmi bank

Beneficiary Account- AEPL A/c RTGS (MRD No. Of the patient)

Account no.155.53.822

Patients in the Ernakulam area can receive medicines through Home Delivery.

HOT LINE SERVICES

AIMS Pharmacy ensures the availability of rare life saving drugs through Pharmacy hotline services. Patients can receive medicines within a short period of time through this service. Less privileged patients can receive free medicine through Drug bank in the AIMS Pharmacy

CATH LABS

The AIMS Cath Lab is one of the busiest labs in India. Combined with the outstanding results achieved so far; the AIMS Cath Lab has played a role in catapulting the hospital to national prominence. AIMS have the distinction of being the first center in Kerala to perform bi-atrial pacing to treat paroxysmal atrial fibrillation.

The AIMS Cath Lab provides the following services:

- ◆ Diagnostic right and left heart catheterization and Angiography
- ◆ Coronary Angiography
- ◆ Coronary angioplasty and stenting
- ◆ Rotablation
- ◆ Carotid stenting
- ◆ Renal angioplasty and stenting
- ◆ Peripheral angioplasty and stenting
- ◆ Septal alcohol ablation in HOCM
- ◆ Endovascular stent grafting for aneurysm



- ◆ Valvuloplasty
- ◆ Device closure of abnormal vascular channels
- ◆ Endo-myocardial biopsy
- ◆ Intra-aortic balloon pump

DAYCARE - SURGICAL, CATH

RADIAL LOUNGE

INTERNATIONAL PATIENT - TOURISM

- ◆ International Patient Care at AIMS is a complete service for international patients visiting the hospital.
- ◆ The International Healthcare Services team coordinates all aspects of patient visits to the hospital, including managing medical consultations, coordinating hospital admissions, accommodating special food requirements, and assisting with travel and hotel arrangements.
- ◆ Our exceptional medical expertise is matched by our commitment to provide personalized care. From the patient's initial inquiries through their follow-up medical care back home, our International Healthcare Services Team acts as a single point of contact.

INTEGRATED SYSTEM OF MEDICINE

CDH

- ◆ Institute of Medical Informatics and Multimedia Education (IMIME)
- ◆ The Medical IMIME is a center of excellence for the provision of multidisciplinary medical education of an international standard and includes: The Department of Telemedicine
- ◆ It is a vibrant department, active in medical care, education and research. It has a unique mobile unit, which is as well equipped as a small hospital.

UNIVERSITY

- ◆ The Amrita Vishwa Vidyapeetham University, founded by Amma and established under section 3 of the UGC Act, 1956, has four main campuses at Amritapuri, Bangalore, and Coimbatore & Kochi. The Medical College Campus is attached to AIMS in Kochi, Kerala, India. Amrita School of Medicine is one of the best medical colleges in India, offering high quality medical education in all fields of medicine.
- ◆ Educational programmes are offered in Medicine, Dentistry, Nursing, Pharmaceutical Sciences and Paramedical courses, both at graduate and postgraduate levels. The Amrita School of Ayurvedic Medicine, located in Amritapuri, is also a part of the university.

UNDERGRADUATE & POST GRADUATE TRAINING PROGRAMME

POST GRADUATE TRAINING

- ◆ Allied Health Sciences
- ◆ Diabetes Sciences
- ◆ Dialysis Therapy
- ◆ Medical Biochemistry
- ◆ Medical Informatics
- ◆ Medical Microbiology
- ◆ Medical Statistics
- ◆ Medical Anatomy
- ◆ Medical Laboratory Technology
- ◆ Medical Physiology



- ◆ Cardio Vascular Technology
- ◆ Cardiac Perfusion Technology
- ◆ Anesthesiology and Intensive Care Technology
- ◆ Neuro Electro Physiology

The Amrita offers the following M. Sc courses:

UNDERGRADUATE TRAINING PROGRAMME

Diploma Courses

The Amrita offers the following Diploma courses:

- ◆ Diabetes Education
- ◆ Medical Informatics

Other courses

- ◆ B.Sc. In Medical Radio logic Technology (B.Sc.MRT)



RESEARCH INSTITUTION

- ◆ AIMS has partnered with the Indian Council of Medical Research, the Department of Science and Technology, the Government of Kerala, the Department of Science and Technology, GOI, and the Department of Indian System of Medicine and Homeopathy, GOI, as well as other agencies.
- ◆ In addition to participation of the institute in various clinical studies, AIMS has registered with National Institute of Health, USA. AIMS have also entered into an agreement with the Centre for Cellular and Molecular Biology (CCMB), Hyderabad, for collaborative research efforts. The institution has recently earmarked 30,000 sq. ft of dedicated area to house a Central Research Facility

NANOTECHNOLOGY INSTITUTION

- ◆ The Amrita Nano Biomedical Engineering Centre, or ANBEC, has been established to conduct research and development work on devices and components at the interface between biology, medicine and engineering, where nanoscience and technology can provide a significant value added benefit over existing technologies. The focus of the Centre is research for a variety of medical applications in diagnostics and treatment, including:
 - ◆ Tissue Nanoengineering
 - ◆ Nanostructured Membranes and Thin Films
 - ◆ Nanocomposites
 - ◆ Surface Nanomodification

COMPLAINTS AND GRIEVANCES:

- ◆ There will be occasions when our services will not be upto your expectations.
- ◆ Please do not hesitate to register your complaint. It will only help us serve you better.
- ◆ There is a redressal forum that function in association with the Quality & Standards Dept to attend to all grievances.
- ◆ The complaints can be informed on #3000 from the hospital intercom or through the direct phone line 0484 4003000/ 4001830.
- ◆ Every grievance will be duly acknowledged.



GENERAL INSTRUCTIONS

Smoking

- ◆ AIMS is a "No smoking zone". Patients and their attendants are strictly prohibited from smoking in the hospital premises.

Silence:

- ◆ Silence is essential in a hospital. Even minor noises can disturb people who are not feeling well. Visitors are requested to speak softly and avoid unnecessary noise. Attendants are advised to keep down the volume on their television sets. Patient's relatives are advised not to crowd the area outside the patient rooms. Hospital staff is under instruction to take necessary steps to prevent noise and crowding.

Parking:

- ◆ Please ensure that vehicles are not parked in "No parking area" and they do not hinder emergency cases from immediate and quick access to the emergency department.

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 help us in keeping the hospital and its surroundings neat and clean.
- ◆ Please use the facilities of this hospital with care.
- ◆ Beware of Touts.
- ◆ Please refrain from demanding undue favours from the Staff and officials
- ◆ Please provide useful feedback and constructive suggestions.

