CHARITAN SCHARITAR

Dear Citizens, we welcome you to Saraswati Dental College & Hospital (SDC&H), a premier Dental Institute of North India. SDC&H is committed to deliver quality dental care services to each and every visiting citizen. In line with our mandate; we, at SDC&H, strive to provide comprehensive and high quality oral care services to our stakeholders. All efforts are always at hand to ensure timely, effective & efficient quality treatment services. However, there may be some lacking due to excessive patient load and limited resources. The purpose of the Citizen's Charter is to appraise you regarding your Rights and Responsibilities as a patient of the Hospital. Knowing and understanding your Rights and Responsibilities will make your relationship with us, mutually cordial and beneficial. The Charter delineates the way in which the community and the hospital work as partners, in a positive and open relationship; with a view to enhance the effectiveness of our health care endeavor.

GENERAL INFORMATION

- SDC&H is located at: '233, Tiwari Ganj, Ayodhya Marg, P.O. Juggour (Via Chinhat), Lucknow 226028 (U.P.)'
- The College has a total of 350 Dental Chairs
- It is attached to Saraswati Hospital and Research Center (SHRC) which is a 100 bedded General Hospital
- At the entrance of the Hospital (SDC&H), Reception Desk, OPD/Enquiry Counter & Waiting Hall facility is provided.

• Staff identity:

- Doctors: White Apron with name tag
- Nurses: White Salwar suit with name tag
- Lab Attendants: White Over-shirt with name tag
- Ward Ayas/ Boys: White Salwar suit/ white shirt with name tag
- Boards indicating name of Faculties/Doctors are displayed outside every Department

FLOOR WISE SPECIALTY CLINICS & FACILITIES (SDC&H)

FLOOR	DEPARTMENT	FACILITIES	UTILITIES (ALL FLOORS)
	Main Reception Desk	 Enquiry OPD & Registration Help Desk (Patient feedback Kiosk) Counter for Disabled person 	
	Administrative Office	Administrative support for patient care	
Ground Floor	Oral Medicine & Radiology	 Registration & Record Counter Oral Diagnosis & X-Ray for all kinds of Maxillofacial ailments U.G. & P.G. Clinic Special Clinic (Tobacco Cessation) Oral Radiology (X Ray & CBCT) 	
	Oral & Maxillofacial Surgery	 Registration & Record Counter Surgical treatment for all kinds of Oral & Maxillofacial Ailments U.G. & P.G. Clinic (I & II) Special Clinic (Implant) Special Clinic (Facial Rejuvenation) Operation Theater & Recovery Room 	Toilets (Male/Female)Drinking WaterWaste binsFire Extinguishers
	Principal Office	Administrative & Academic	
	Periodontology	 Registration & Record Counter Treatment of Gum Diseases & Tooth Cleaning U.G. & P.G. Clinic Minor O.T 	
First Floor	Prosthodontics and Crown & Bridge	 Registration & Record Counter Replacement of Missing Teeth U.G. & P.G. Clinic Special Clinic (Geriatric) Special Clinic (Sleep Apnea) Laboratories 	
Second Floor		 Special Clinic (Special healthcare Needs) Special Clinic (Comprehensive /Integrated) 	
Third Floor	Public Health Dentistry	Camp Patients	
	Pediatric Dentistry	 Registration & Record Counter Treatment of Oral Diseases in Children U.G. & P.G. Clinic Minor O.T (with Conscious sedation) & Play Room 	
	SDC SPARK	• Entrepreneurship & innovation center	
Fourth Floor	Orthodontics & Dentofacial Orthopedics	 Registration & Record Counter Treatment of Mal-aligned teeth U.G. & P.G. Clinic Laboratory 	
	Oral Pathology & Microbiology	 Registration & Record Counter Diagnosis by Microscopic Examination Clinical Pathology Special Clinic (Oral Cancer Detection Clinic) Laboratory 	
Fifth Floor	Conservative Dentistry & Endodontics	 Registration & Record Counter Various Treatments for Carious Teeth U.G. & P.G. Clinic Minor O.T Micro Dentistry Special Clinic (Esthetics) Laboratory 	
	Col. Tejendra Shankar Mathur Auditorium	• Curricular, Extra-curricular Activities and other Institutional Functions	

OUT-PATIENT DEPARTMENT (SDC&H)

• Central OPD Registration Timing: 8:30 AM to 3:00 PM • OPD Timings: OPD services are available from 8:30 AM to 3:30 PM

• Emergency Services: At SHRC, faculty members are on call as per the duty roster (24 x 7)

OPD CARD

- Available at Registration Counter for 'Minimal/Subsidized Fee'. Patients must register here before proceeding for consultation
- After registration patients are directed to the Department of Oral Medicine and Radiology (Ground Floor) for initial screening/investigations. Patient needing specialized dental treatment are referred to the respective specialty Department
- Patients are examined on 'first-come, first-served' basis. However, out of turn consultation is provided only in case of an Emergency, Senior Citizens, Differently-abled and for patients referred from Dental Camps.

IN-PATIENT DEPARTMENT (SHRC)

Patients must get themselves registered at the Reception Desk and can opt for General Ward, Semi-Private Ward and Private Ward, available at a Highly Subsidized Rates

INDOOR TREATMENT

- Diet is provided to all Indoor Patients
- Investigations are done at Highly Subsidized Rates
- Staff nurses are on duty round the clock in Wards/Emergency (24 x 7)
- Emergency Medical Officer (EMO)
- Specialty Consultation: On call

DIAGNOSIS

- Doctor can prescribe necessary investigations & refer the patients to the concerned Lab/Department
- Certain investigations are done 'free of cost' while others are done at highly subsidized rates as per SDC&H policy

A. Laboratory

- SDC&H, Oral Pathology Laboratory carries out all the Histopathology & Cytology Investigations at Minimal/Subsidized Rates
- Timings for collection of specimen 9:00 AM to 3:00 PM on all days except on Gazetted holidays
- Biopsy reports will take minimum 7 days to reach the concerned Department.

B. Radiological Investigation

• SDC&H, Department of Oral Medicine & Radiology (Ground Floor) carries out all the Maxillofacial Radiographs i.e. CBCT, Intraoral X Ray and Extraoral X-Ray from 9:00 AM to 3:00 PM

FACILITIES FOR DIFFERENTLY-ABLED PATIENTS

- Help desk at the Reception/OPD area (SDC&H)
- Wheel Chair
- Trolleys & Stretcher
- Elevator
- Ramps (Back side of SDC&H & front side of SHRC)
- Washroom
- Braille printer
- Signages
- Preference will be given to them at the time of Registration and during Consultation/Treatment

MISCELLANEOUS FACILITIES

- Ambulance on call (24 x 7)
- Electricity (24 x 7)
- Pharmacy (24 x 7 at SHRC)
- FoodATM
- Bank ATM
- Public convenience facilities (24 x 7 Washroom, drinking water etc.)
- Cafeteria

PATIENT'S RIGHT

- To be treated with respect, consideration, compassion and dignity regardless of age, gender, race, origin, religion or disabilities
- Dignity and confidentiality in case discussions, examination and treatment
- Right to quality care & treatment consistent with available resources and generally acceptable standards
- Clear & understandable explanation by the doctor/trained staff about diagnosis, as well as the benefits and risk of each treatment and expected outcome
- Participation in decision on healthcare and to refuse treatment
- Agree or refuse to take part in medical research studies and still continue to receive medical treatment
- To be involved in the treatment plan
- Have right to give suggestion and express grievances

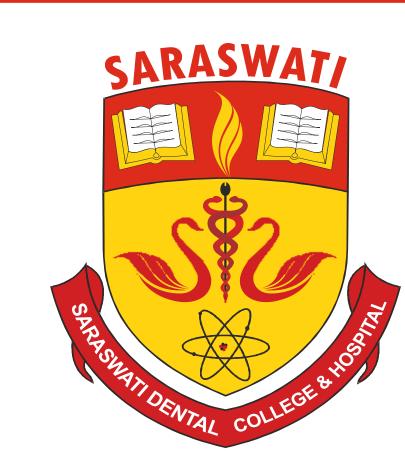
PATIENT'S RESPONSIBILITIES

- Wait for your turn at Reception Desk/OPD and in the Departments during consultation
- Keep appointments and report on time for appointments
- Provide complete and accurate information about current and past illnesses, medications and other matters pertaining to your health
- Follow the treatment plan recommended by the doctor
- Understand all the instructions before signing the informed consent form
- Keep your doctors informed about effectiveness of treatment • If you refuse the treatment or do not follow the doctor's instructions, you will be held responsible for your action
- Pay the user charges as applicable, prior to the treatment • Pay the charges only at the Hospital's designated Cash Counter/OPD counter and take a proper receipt

- Treat all hospital staff, other patients and visitors with courtesy, dignity and respect and not obstruct them in performing their assignments
- Careful use of SDC&H property and maintain privacy of others • Park your vehicle in area designated for visitors parking only
- Not to bring any weapons, alcohol or unauthorized material inside the college premises
- SDC&H & SHRC premises is strictly a 'Tobacco-free & Plastic-free Zone' Maintain silence
- Limit number of visitors/attendants as per the rules
- Refrain from demanding undue favors from the staff and officials. Take care of your belongings
- Please provide useful feedback and constructive suggestions in feedback/suggestion register kept at every OPD/Registration Counter
- Report any issue, complaints of concern that may affect your care
- Help us to keep the Hospital neat & clean

COMPLAINTS AND GRIEVANCES

- There may be occasions when our services are not up to your expectations.
- Please do not hesitate to register your suggestions or complaints. It will only 'help us, to serve you better'.
- You can approach the designated faculty (Names of the faculty are mentioned on the board outside each Department) or fill the suggestions register kept at main Registration Counter (OPD) and at the Reception Desk of all the Departments. Every complaint will be duly acknowledged and sincere attempt will be made to resolve the same.



Functions

COMPLAINTS AND GRIEVANCES MOBILE NO.: +91 9889474907 "PLEASE HELP US TO SERVE YOU BETTER"

